gpt **Yiribana East** **Complaints Register**

Enquiry Number	Status	Date Received	Time Received	Date of Initial Response	Time of Initial Response	Registered Via	Name of Complainant	Contact details	Address / area	Details of Complaint	Complaint Type	Action Taken
1	Closed	6/5/2025	1.11pm	06/05/2025	3.49pm	Direct Email	Mark Griffiths from ISPT	0439 346 849	702-706 Mamre Road, Kemps Creek	On 1 May 2025, during a site inspection, ISPT observed what appeared in the photographs as residual from shotcreting works adjacent to the northern side of GPT's Retaining Wall 4 batter treatment works in ISPT's property located at 702–706 Mamre Road with concrete materials. Supporting photos were provided from GPT in an email. Burton upon investigation realised it was a powder residual and clean the powder immediately. Photographs were sent in an email dated 14/05/2025.	Email	Immediately cleaned the residual powder.
2	Closed	8/07/2025	12:00pm	10/07/2025	N/A	Phone Call via Environmental Representative	Alexandra Chung from Mirvac	0402 019 313	788-882 Mamre Road, Kemps Creek	On 8 July 2025, GPT's appointed Enviromental Representative was contacted by Mirvac, who observed what appeared to be turbid/muddy water flowing from GPT's temporary construction basins in to the ripairan corridor between Yiribana East and Aspect Industrial Estate. The ER subsequently attended the site to inspect ESCP controls, and oberved while some water had passed beyond the boundary and in to the riparian zone, it did not appear to be large quantities and appeared to be clean water that was slightly tinged from residual sediment resting within the geofabric swale.	Phone Call	Environmental Representative attended the site to inspect, and subsequently followed up with Civil Contractor CPESC to review the controls in place and identify potential improvements