

PROFORMA FOR NOISE COMPLAINTS REGISTER

Procedure for dealing with complaints - see this Noise Management Plan, section 6.1

| | | | |
|--|--|-------|-----------|
| Complaint register number | | | |
| Date and Time: | | | |
| Type of communication: | | Phone | Letter |
| | | Email | In person |
| Complainant's Name: | | | |
| Telephone number / other contacts for complainant | Address of complainant (for follow-up contact purposes) | | |
| | | | |
| Officer recording complaint | ----- | | |
| ISSUES / NATURE OF COMPLAINT: | | | |
| Location of complaint (from where was the noise heard?)..... | | | |
| Description of noise and duration / time of noise | | | |
| Other details | | | |
| Address: | | | |
| Phone: | | | |
| Complaint Received By: | | | |
| Action Taken by recording officer: | | | |

| | | |
|---|--|---|
| <p>.....</p> | | |
| Complaint notified to Venue Manager or acting venue manager | [Date / time] | |
| Signed: | | |
| Dated: | | |
| <p>Notes:</p> <p>.....</p> <p>.....</p> | | |
| Venue Manager | Action taken to investigate / mitigate problem | [Summarise] |
| | Outcome of investigation: Complaint substantiated? | [Report might need to be attached or referenced.] |
| | Did there appear to have been a non-compliance with noise standards? | |
| | Action taken to prevent the situation recurring | |
| | Complainant advised in writing of action taken and the outcome, and advised that, if they are not satisfied with the outcome, they may wish to contact the Department of Environment and Conservation or the Local Council | Date / file reference |
| | Monitoring required? Note action taken if required. | |

| | | |
|--|--|-----------------------|
| | Outcomes of monitoring | |
| | Monitoring results notified to complainant | Date / file reference |
| | Any further action required? | |

This complaint has now been dealt with to the satisfaction of the Venue Manager and there is no incomplete or outstanding action required.

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Signed / dated (Venue Manager)