

LOGOS

28-30 Burrows Road, St Peters

OPERATIONAL COMPLAINTS HANDLING PROTOCOL

1.1. EXECUTIVE SUMMARY

LOGOS has prepared an Operational Complaints Handling Protocol (OCHP) for the Sydney Flight Training Centre at 28-30 Burrows Road, St Peters (the site).

This OCHP has been prepared in line with the Consent Condition C5 as part of the Development Consent for SSD- 47601708.

OPERATIONAL COMPLAINTS HANDLING PROTOCOL

C5. Prior to the commencement of operation, the Applicant must prepare an Operational Complaints Handling Protocol (OCHP) for the development. The OCHP must:

- (a) detail how complaints would be received by the Applicant;*
- (b) detail how the contact details for receiving complaints would be communicated to surrounding businesses and/or residential receivers; and*
- (c) include a complaints register to record the date, time and nature of the complaint, details of the complainant and any actions taken to address the complaint.*

A copy of the complaints register must be provided to the Planning Secretary upon request.

The following OCHP includes complaints handling processes and mechanisms for the operation of the proposed facility.

1.2. RESPONSE TO CONSENT CONDITIONS (C5)

Table 1 Response to Consent Conditions (C5)

Consent Condition	Description	Stakeholder	Timing
C5 (a): detail how complaints would be received by the Applicant	Maintenance of phone number and email: The Applicant will receive and manage complaints through the maintenance of a phone number and email address.	Surrounding community	Enquiries and complaints will be managed while the facility is in operation.
C5 (b): detail how the contact details for receiving complaints would be communicated to surrounding businesses	Updates to site signage: Information about the complaints handling process will be provided on signage on-site. The email and phone number for the project will be established at the commencement of operation	Surrounding community	The on-site signage will outline details of how complaints will be managed.

Consent Condition	Description	Stakeholder	Timing
and/or residential receivers	<p>and will be used to receive complaints and enquiries.</p> <p>The signage on site will also be updated to include contact details and refer them to the complaints handling procedure.</p> <p>Notification letters will also be distributed to the surrounding community with information about extraordinary operational requirements.</p> <p>The process for responding is outlined in Section 2.2.</p>		
C5 (b): include a complaints register to record the date, time and nature of the complaint, details of the complainant and any actions taken to address the complaint	<p>Recording enquiries in complaints register:</p> <p>Any enquiries or complaints related to the facility's operation will be recorded in the complaints register.</p> <p>The complaints register will be used to record the date, time and nature of the complaint, details of the complaint and any actions taken to address the complaint.</p> <p>The complaints register will be issued to DPHI upon request.</p>	All stakeholders	A complaints register will be established and updated regularly. The complaints register will be issue to DPHI upon request.

2. OPERATIONAL COMPLAINTS HANDLING PROTOCOL (OCHP)

- Feedback, enquiries and complaints related to the operation of 28-30 Burrows Road, St Peters will be recorded and addressed by the facilities manager.
- If the enquiry or complaint requires advice from an external consultant or sub-contractor (e.g. traffic/engineer) the facilities manager will direct the enquiry or complaint as required.
- The facilities manager will manage operational enquiries and complaints through the facility's existing mechanism (phone, email and website) which was established during construction of the project (see outline below).
- The below diagram (Figure 1) outlines the enquiry and complaints management process.
- This plan also provides a procedure for issues resolution and the mediation of disputes, targeting resolution within seven days from the date the issue was first raised.
- This mechanism allows for the identification and implementation of corrective measures in response to issues raised by the community, to minimise the likelihood of recurrence. All complaints will be recorded in the complaints register.
- The following process will be implemented and will remain in place during operation of the facility. This process would be implemented in instances where complaints, issues, and disputes are recurring or unavoidable.

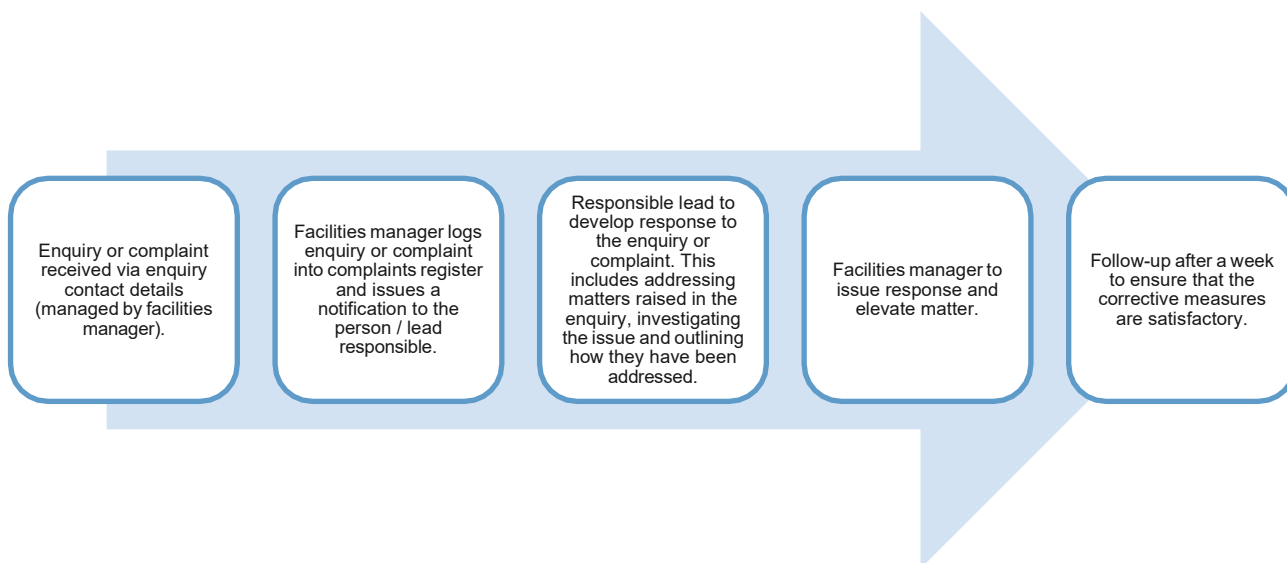
2.1. CONTACT DETAILS

Table 2 Contact point for operation (phone, email and website contact details)

Channel	Details
Point of contact	Lisa Lai LOGOS Property – Facilities Manager
Mailing address	1 Macquire Place, Sydney NSW 2000
Phone number	0400 046 099
Email	lisalai@logosproperty.com

2.2. COMPLAINTS PROTOCOL

Figure 1 OCHP: Mediating complaints regarding site operations (during operation of the facility)



2.3. RESPONSE TIMES

Table 3 Response times

Channel	Response time
Email	One business day (if contact is made outside of business hours, a response will be provided on the next business day)
In-person contact	One business day (if contact is made outside of business hours, a response will be provided on the next business day)
Site Phone line	12 hours – during business hours (if contact is made outside of business hours, a response will be provided on the next business day)

2.4. ROLE OF INDEPENDENT MEDIATION

- In some circumstances, a complaint may be referred for independent mediation. The role of independent mediation is to assist in facilitating communication between conflicting parties to reach a voluntary mutually agreeable outcome to a dispute.
- Independent mediation is to mediate and not arbitrate. A mediator actively encourages and facilitates discussion toward an outcome but cannot order or decide an outcome.
- Issues and complaint escalation to independent mediation would be at the recommendation of the site manager following a thorough review of the complaint information in consideration of the site operation and protocols.
- The actions of the independent mediator would depend on the type of issue. However, the process may include the following general steps:
 - Establishing expectations upon the expected behaviour and involvement of all parties
 - Meet with the complainant and project team to understand concerns and suggest methods as appropriate to resolve and/or work through issues

- Seek involvement of various internal and external subject matter experts
- Provide recommendations or next steps that clearly reflect input from all parties.
- Any independent mediator would hold suitable qualifications and have experience in mediating disputes of a similar nature.