

Tips on how to make a complaint – A Checklist

It is very important when raising the issue, to give all the facts. Writing it down before calling can be very helpful. The below checklist has been developed as a guideline only. Note that you may choose to remain anonymous when making a complaint and all complaints are treated as confidential.

WHO ARE YOU IN RELATION TO THE PROPERTY/LOCATION?

- I live next door
- my children attend the school across the road
- I work in the building next to the one that is being demolished
- other: _____

PROPERTY/LOCATION ADDRESS INCLUDING:

- proximity to residents, school, childcare centre etc

WHAT IS HAPPENING?

- building/structure demolition
- dumped asbestos
- removal
- transport of building waste (suspect asbestos)
- storage of asbestos
- deteriorating structure
- burning off

WHAT MAKES YOU BELIEVE IT CONTAINS ASBESTOS?

- age of the property (i.e. built before 1990)
- type of property (house, garden shed etc)
- building waste being dumped
- people wearing personal protective equipment (PPE)

IF YOUR CONCERN IS ABOUT ASBESTOS REMOVAL, WHAT ARE THE ITEMS BEING REMOVED?

- asbestos cement sheet
- asbestos pipes/roof tiles
- asbestos cladding (i.e. fake brick)
- window frames
- soil
- other: _____

WHAT IS THE ISSUE?

- dust blowing
- no wetting down
- not wearing protective equipment
- asbestos not wrapped/packaged once removed
- power tools or machinery being used to remove items
- not forewarned asbestos removal was going to take place

WHO DO YOU THINK IS DOING THE ACTIVITY?

- the homeowner
- contractor (e.g. builder/plumber)
- asbestos removalist – signage displayed
- other people

ANY OTHER INFORMATION YOU MAY HAVE:

- photos and videos
- company/business names
- time occurrence
- dates of discussions with other parties – and the outcomes of these discussions including any correspondence sent / received, including emails and letters.