

Date	Nature of Complaint	Complaint/Incident Details	Action Taken
18/02/2013	Truck Haulage	Complainant advised that a truck was tailgating in the left hand lane doing approx 105 km/hr before overtaking. Complainant identified the trailer number Y17134.	The driver was interviewed and advised that the car was doing around 90km/hr (110 km/hr speed zone), the truck was doing 100 km/hr and as such came up on the car quickly, however advised at no time did he come closer than 5 or 6 metres to the car, the driver waited for traffic in the right hand lane and then proceeded to overtake the car before reentering the left hand lane. The driver was reminded of his obligations, specifically in relation to safe distances between vehicles.
21/02/2013	Truck Haulage	Coal Spillage from Tailgate of B trailer of ME truck BR24VQ as he accelerated into merging lane after turning right at Ruttleys rd.	Driver issued with first and final notice for not checking grain locks after weighing and before leaving site. Tool Box Talk issued to all drivers to reinforce the use of grain locks
15/05/2013	Truck Haulage	Truck pulled out from Stop sign causing traffic to brake	The truck was identified and driver interviewed. The driver acknowledged that traffic may have had to slow while he accelerated. Driver agreed for the need to respect other road users and that we were not placing any urgency on deliveries.
15/05/2013	Truck haulage	Coal piece from truck causing windscreen damage	Complainant to have windscreen replaced and reimbursement arranged from the haulage contractor.
24/05/2013	Truck Haulage	Complainant rang to advise of reckless driving by truck ( trailer rego Y17134)	A number of conversations were held with the complainant and the driver interviewed. He was advised that his employment would be terminated if there was any future evidence of reckless/dangerous driving. The complainant was provided with feedback and we were congratulated on the way in which we handled the matter.
02/07/2013	Truck Haulage	Complainant rang to advise that a truck displaying a LakeCoal sign was allegedly changing lanes erratically	Driver interviewed and had no recollection of the incident, however most apologetic that he may have scared anyone. He was also reminded on the use of the LakeCoal sign as he had completed haulage for the day and the sign should not have been displayed at this time. The complainant was contacted and indicated they were happy with our follow up.
03/07/2013	Truck Haulage	Rang to complain about truck allegedly changing from lane to lane	Driver interviewed and recalled the alleged incident. He stated that whilst attempting to overtake, moving from the LH to the RH lane, the car in the LH lane sped up not allowing him to overtake. He then returned to the LH lane and in his opinion did so in a safe manner. The complainant was contacted and was most thankful that we had followed up the matter up and was satisfied with the feedback we provided.