

| Date | Nature of Complaint | Complaint Details | Action Taken |
|------------|---------------------|---|--|
| 10/01/2012 | Truck Haulage | Complainant advised that a truck was driving recklessly and had nearly caused an accident whilst travelling north on Maitland Rd. | The truck was identified and the driver contacted. The driver recalled the location and timing regarding the complaint and noted that the traffic was very heavy in the morning and acknowledged that he had to slow down abruptly to allow 3 lanes of traffic to merge into two and continue safely. At no stage did he consider he put himself or any others in any danger and was very taken back that his driving behaviour was questioned. The complainant was contacted again at approx. 2.45pm with feedback from the discussion with the driver. |
| 24/01/2012 | Truck Haulage | Alleged that a truck displaying LakeCoal sign had cut off a car forcing it on to the road shoulder. | Weighbridge records indicated that there was only one transaction after 4.20pm which was recorded at 4:57pm being truck # 527. The driver was asked if he had any recollection of his trip returning to site on the F3 at the time above. He recalled that the traffic was reasonably heavy. The incident was explained to him and he replied that he did not witness nor was involved in any incident or near miss. The complainant was contacted at approx. 1.50pm on Wed 25/1 and was given the feedback as above and explained that another possibility could have been that a truck had not removed the LakeCoal sign after last being on site for a previous haulage. The complainant was assured that these phone calls were taken very seriously and were documented and kept on file. The complainant was happy with happy with the follow up and appreciated the feedback. |
| 16/02/2012 | Spillage | Small pieces of coal on Old Pacific Highway, truck covers not seen as acceptable. | Responded to complainants request for information regarding the road transport protocol via email on the 17/2/12. The site on Old Pacific Highway that was noted to have had coal pieces was inspected, two small pieces in the u-turn area were found and removed from the road. Ellison's were contacted regarding unit 127 and asked to check this and confirm suitability of cover and inspection and maintenance regime for covers. A second email response was sent to the complainant on the 20/2/12 outlining the actions taken. |
| 17/02/2012 | Truck Haulage | Alleged that Ellison's truck did not stop at STOP SIGN | The driver was interviewed and as an outcome, was denied overtime for one week by his employer. The complainant was contacted and advised of the outcome |
| 20/02/2012 | Truck Haulage | Complaint that a truck pulled out into the traffic in front of her causing her to brake abruptly | Driver interviewed and was of the opinion he did so with ample room and time. The complainant was advised of the investigation |
| 20/02/2012 | Truck Haulage | Alleged that two tucks were convoying in outside lane and were slowing traffic | Both drivers reported that all times they were doing the speed limit and there was a vehicle between them at all times and therefore not convoying. Complainant was advised of the follow up and appreciated our concern and feedback. |
| 21/02/2012 | Truck Haulage | Alleged that a truck was speeding at 95kmh in 80 zone | Driver was handed a permanent suspension from site |

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| 01/05/2012 | Truck Haulage | Alleged that truck was holding up traffic in RH lane whilst attempting to pass other traffic in LH lane. | Truck identified and speeds checked. Driver contacted and advised of complaint. Driver had conflicting version of events stating that cars would not allow him to pass. Complainant advised of investigation. |
| 10/07/2012 | Spillage | Complainant called the main office and advised that there was a large piece of coal on the road and that truck number 110 had more coal on the tailgate that could/would fall off. | Truck 110 was contacted and advised. The driver pulled over and checked and cleaned the tailgate of any coal. The haulage supervisor and other operators were advised of the incident and reminded to remain vigilant in ensuring trucks were clean of potentially spillage prior to leaving site. Ruttleys Rd and the Pacific Hwy were checked for the large piece of coal, but it could not be located to be removed. |
| 24/07/2012 | Truck Haulage | Complainant called main office claiming that a truck (trailer rego Y03496) was driving erratically and doing 110km in 80km zone | The truck was identified via the weighbridge records and the driver interviewed. Whilst the driver denied any such behaviour he was reminded that the matter is taken very seriously and that compliance with the Driver Code of Conduct and our obligation to public safety was paramount. The complainant was advised and appreciated the feedback. |
| 25/07/2012 | Truck Haulage | Complainant called main office complaining that he was nearly forced on to the median strip by a truck (trailer rego 473QPN) | The truck was identified and the driver was interviewed on his arrival back on site. The driver recalled the incident clearly and claimed that he indicated his intentions to change lanes in plenty of time and the car sped up as he moved over as if to try and block him. This was witnessed by another one of the truck drivers travelling in the same vicinity. The driver acknowledged the public scrutiny the operation is under and that of his understanding of the Driver Code of Conduct. |
| 25/07/2012 | Truck Haulage | A lady phoned to advise that her son's car had allegedly been struck by a piece of coal when passing oncoming trucks. Additional details were later forwarded via a CC member | Upon investigating, 7 trucks had recorded loads over the weighbridge between approx 4.11 and 4.45pm and all were recorded as departing the weighbridge in excess of 3 minutes apart. Take 5 alerts were issued to drivers enforcing the importance and compliance of the Driver Code of Conduct. Following provision of additional details and contact number the complainant was called back, an email response was also sent identifying what controls are in place to prevent incidents like this. |
| 14/11/2012 | Truck Haulage | Complainant called to advise of truck tailgating and sounding horn (Trailer Reg Y17100) | The truck was identified and the driver interviewed. The driver stated the car in front was in the RH lane of the dual carriageway not allowing other traffic to pass. He was reminded that irrespective of other drivers behaviour, his response and behaviour was unacceptable. The complainant was called back and advised of action taken. |
| 17/12/2012 | Truck Haulage | Complainant called to advise that her windscreen had sustained damaged whilst following truck #126 with trailer rego X91820 | The alleged incident occurred southbound on the F3 between Morrisett and Sparks Rd exits. The truck was identified and the driver interviewed. The driver was unaware of any such incident and suggested that it could have been a small rock or debris picked up by his tyres. The complainant was called back and given feedback of our follow investigation. The complainant advised that she had spoken to her insurance company and was making arrangements for the windscreen replacement. |

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| 18/12/2012 | Truck Haulage | Complainant called to advise a truck doing 90km/hr plus in 80km zone. Truck details given were Ellisons truck #114. | The driver was interviewed and advised of the complaint and was also reminded of his obligations as a road user and his previous acknowledgement of the Driver Code of Conduct. The complainant was contacted and advised of the action taken and appreciated the feedback. |