

**OBJECTIVE**

Similar to the Contingency Plan referred to in *Annex A (condition 2.4)* the following will be undertaken by the contractor to ensure that LCSD and the users of Butterfly Bathing Beach are informed about the timing of the works and to ensure an appropriate channel of communication is established to address any concerns, if raised, regarding the project work.

**COMPLAINT ACTION PLAN**

1. The applicant shall notify LCSD and EPD of the timing of dredging works at least 2 weeks prior to their commencement.
2. The applicant shall prepare a short description of the works to be undertaken, the duration of works, and the contact details of the contractor's representative and provide this information to LCSD and EPD.
3. A notification with the above information shall be provided at Butterfly Bathing Beach notice board at least 2 weeks in advance of the works and for the duration of construction activities.
4. If a complaint is received by the public or LCSD, the EPD shall be notified and the applicant shall undertake an investigation within 24 hours to establish if the complaint is a result of the contractor's working practices.
5. If the complaint is not related to the contractor's working practices, the applicant will notify EPD and LCSD without a change in their working practices.
6. If the complaint is found to be the result of the contractors working practices, the applicant shall ensure that the contractor rectifies their working practices immediately to resolve the complaint. The applicant shall notify EPD and LCSD of the measures undertaken.
7. If a second complaint is received which is attributed to the project works, works shall be ceased until an acceptable change in working practices can be agreed upon with EPD and LCSD to resolve the complaint.