

Complaints process

When you lodge a complaint or issue with Eastland Port, this is what happens behind the scenes.

1 Call our Port Protection team on (06) 868 1372 and let them know about the issue you are experiencing or complaint you have.

Or you can free phone Gisborne District Council on 0800 653 800 who will refer the complaint onto the Port Protection team on your behalf.

2 Our Port Protection team will compile a record which includes:

- Time/date complaint received
- Time/date of activity subject of complaint
- Complainant's description of location or direction of noise source or other issue
 - If noise complaint, description of nature and character nuisance (e.g. one off bang, continuous hum, low/high frequency)

The Port Protection team will then check the security cameras and attempt to confirm the activity generating the complaint and advise the responsible operator/contractor of all complaint details.

3 The operations/contractor supervisor will identify the activity causing the complaint and carry out an assessment. If needed, changes will take place to minimise/eliminate the nuisance causing the complaint.

4 Our Port Protection team must then provide our Environmental Manager with the complaint details and any actions taken. The Environmental Manager will oversee any necessary changes to the operations if needed.

5 Environmental Manager to advise Gisborne District Council of the complaint and actions taken through monthly meeting.

The Gisborne District Council will report back to the complainant of action taken if requested.

6 The issue and investigations are tabled at the next Port Community Liaison Group meeting and filed appropriately.