

**APPENDIX M
COMPLAINT LOG**

Appendix M - Complaint Log

Reporting month: August 2023

| Complaint Log Ref. | EPD Log Ref. | Location | Received Date | Details of Complaint | Investigation/ Mitigation Action Status | Status |
|--------------------|--------------------|-------------------------------------|---------------|--|--|--------|
| C001 | N07/RN/00020836-23 | Kong Nga Po Road (Lamp post GD0470) | 29-Aug-23 | <p>The complainant alleged that the general construction noise except renovation (within Restricted Hours) from at Kong Nga Po Road (Lamp post GD0470), and commented that "晚上八九點地盤有噪音有人工作". The work sites under complaint are adjacent to the captioned Designated Project area.</p> | <p>Record of Site Investigation Refer to the public complaint which was no mention the certain time, based on daily record provided, CSJV was confirmed that the working period on 26, 27 & 28 Aug 2023 and the working hours were within the approved restricted hour. The equipment applied on the mentioned periods were listed in the Group D of the CNP No. GW-RN0882-23 (Effective date from 24/08/2023 to 23/11/2023)</p> <p>According to the written reply, the Contractor has implemented both the notification of the neighborhood on the schedule of night works and erect noise barriers to screen noisy works for neighbourhood. Please be advised that the Contractor is strictly adhering to the conditions of the construction noise permit.</p> | Closed |

Cumulative Complaint Log

| Complaint Log Reporting Period | Total no. of Complaint Received |
|---|---------------------------------|
| This reporting month | 1 |
| From 1st April 2023 to end of the reporting month | 1 |