

6 Grand Avenue Rosehill

Operational Complaints Handling Protocol



Prepared for:

Hale Capital Development Management

26 March 2026

HiIPDA
CONSULTING

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1.0 INTRODUCTION

1.1 Purpose

This *Operational Complaints Handling Protocol* (OCHP) has been prepared to address a condition of consent for the operation of a multi-storey warehouse (the premises), located at 6 Grand Avenue, Rosehill, in the Parramatta Local Government Area.

Hale Capital Development Management Pty Ltd (the proponent) have engaged HillPDA to prepare this OCHP. The OCHP outlines the management requirements of the development as they relate to receiving, recording, and addressing any complaints received regarding operations at the site.

1.2 Objectives

The objectives of this OCHP are to:

- Ensure that the management of the premises is undertaken in a manner that complies with the operational conditions of consent (refer to section 1.2.1)
- Outline how complaints are to be received
- Provide contact details for complaints to be directed, identify methods for communicating these to surrounding receivers, and provide a register for recording complaints and actions to address them.

1.2.1 Conditions of consent

On 25 July 2024, development consent for the development was granted by NSW DPHI (refer SSD-55522478). The development consent included various conditions for the proponent to meet prior to and during the construction stage, as well as prior to and during the operational phase.

Condition C5 requires that the proponent prepare an OCHP for the development, whilst Condition C6 requires that operations not commence at the site until the OCHP has been submitted to the Planning Secretary. The relevant sections of the conditions of consent are shown below.

Table 1: Conditions of consent detail

Condition	Detail
C5	Prior to the commencement of operation, the Applicant must prepare an <i>Operational Complaints Handling Protocol</i> (OCHP) for the development. The OCHP must: a) detail how complaints would be received by the Applicant; b) detail how the contact details for receiving complaints would be communicated to surrounding businesses and/or residential receivers; c) include a complaints register to record the date, time and nature of the complaint, details of the complainant and any actions taken to address the complaint; and d) be submitted to the Planning Secretary upon request. <i>Note: Methods for receiving complaints could include, but are not limited to, email, a toll-free telephone number and/or a postal address. Methods for communicating contact details could include, but are not limited to, on-site signage and/or an advertisement published in a local paper.</i>
C6	The Applicant must: a) not commence operation until the OCHP under condition C5 is submitted to the Planning Secretary; and b) implement the most recent version of the OCHP submitted to the Planning Secretary for the duration of the development.

Source: NSW DPHI (2024)

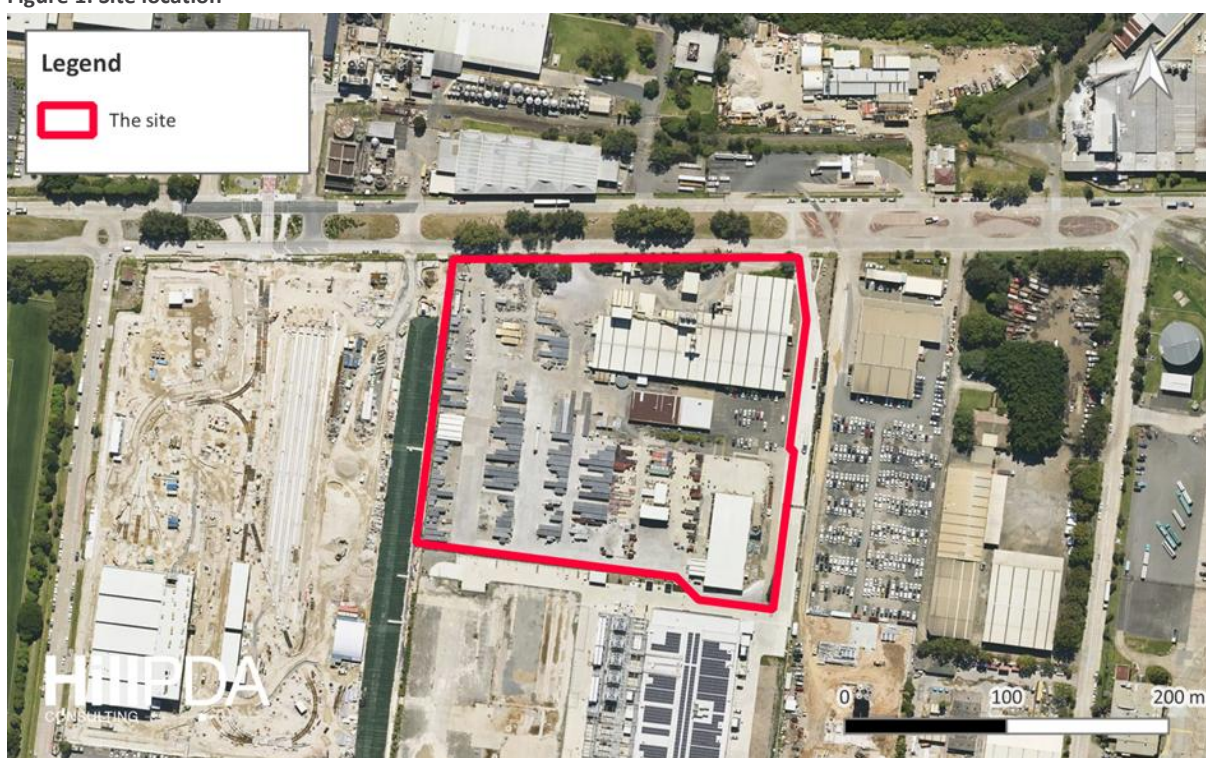
2.0 THE PREMISES

2.1 The site

This OCHP pertains to a site located at 6 Grand Avenue, Rosehill. It is approximately 465 metres east of James Ruse Drive and 1.3 kilometres north of the Western Motorway. The site is legally described as Lot 1 in DP 1258587 and has a total area of 4.28 hectares.

The site is located in the suburb of Rosehill within the Paramatta Local Government Area (LGA), to the east of Harris Park and the Rosehill Racecourse. The site is bound by Grand Avenue to the north, and other heavy industrial uses to the south and east. The site is shown in Figure 1.

Figure 1: Site location



Source: HillPDA; Metromap (2023)

As at the time of preparing this OCHP, construction works for a multistorey warehouse and distribution facility with ten tenancies are nearing completion. The facility will consist of two distinct buildings under a shared roof, and would operate 24 hours per day, 7 days per week. Figure 2 shows an image of the site, with construction works in progress.

Figure 2: Image of the site and facility (under construction), view across Grand Avenue looking southwest



Source: Hale Capital Development Management Pty Ltd (2026)

The facility includes:

- Ten tenancies with a total gross floor area of around 40,566 square metres
- Ancillary offices
- Hardstand/car parking areas with parking for 209 cars
- Landscaping
- Signage.

2.1.1 Surrounds

As seen in the figure above, the site is surrounded by similar land uses on all sides, consisting mainly of light industrial and warehousing operations.

The nearest residential receivers are located roughly one kilometre from the site, to the northeast (across the Parramatta River) in Rydalmere, and to the west, in Rosehill. Other non-industrial receivers near the site include a petrol station and a café, located immediately north of the site, across Grand Avenue.

2.2 Operator(s)

The site and facility are currently owned by HCLF Rosehill PropCo Pty Ltd ATF HCLF Rosehill No 1 Trust.

The premises will be managed by JLL (Jones Lang LaSalle NSW Pty Ltd) (the property manager). The property manager is the responsible party for the implementation and management of this OCHP.

3.0 PROTOCOL

3.1 Communicating with the community

Prior to the commencement of operations at the site the property manager is to distribute a letter to the properties adjacent to the premises that:

- Provides the date of operations commencing at the premises
- Describes the OCHP
- Provides the contact details for making complaints (in accordance with section 3.2).

The premises will also provide signage at its main frontage / entrance providing the contact details.

Notification will also be distributed to properties adjacent to the premises in any instances of extraordinary operational conditions at the premises.

3.2 Receiving complaints

Activities undertaken under section 3.1 must include the contact details provided in Table 2. These are to be kept current.

Table 2: Operational contact details

Contact method	Details
Point of contact	Jones Lang LaSalle NSW Pty Ltd
Postal address	Level 27, 180 George Street Sydney NSW 2000
Phone number	+61 0 9228 9111
Email	ashley.apoleski@jll.com

3.3 Responding to complaints

In general, complaints will be responded to in accordance with the process shown in Figure 3.

Figure 3: Response process overview



3.3.1 Acknowledge

The property manager will provide an initial response to the complainant acknowledging receipt of the complaint as soon as possible. The response will indicate next steps as relevant to the complaint and provide an expected timeframe for a detailed response (if required).

If required, the property manager will discuss the matter with the complainant to ensure that it is fully understood.

3.3.2 Triage

The property manager will assess the nature of the complaint and determine an appropriate course of action and assign a degree of priority to the issue.

3.3.3 Action

The property manager will direct attention to the relevant person responsible for the matter raised and determine whether immediate action is required to address the complaint.

The property manager and any relevant operator(s) will determine a short-term action in accordance with any relevant internal risk or safety management protocols.

For matters not requiring immediate action, an action (or, for larger-scale or long-term matters, an approach to determining an action) should be agreed and scheduled

3.3.4 Respond

Once an action has been completed or a future action determined, the property manager will prepare a consolidated response to the complainant. The response should:

- Reiterate the complaint that was raised
- Where relevant / possible, explain the cause(s) of any activity or incident that led to the complaint being made
- Detail the action taken to address the complaint, or provide indicative timing for actions to be completed over a longer term
- Query whether the action / proposed action is sufficient to satisfy the complainant and identify escalation measures / next steps available.

3.3.5 Response times

The property manager will aim to acknowledge and respond to all complaints in accordance with the response times shown in Table 3. These response times apply only to simple complaints. It is anticipated that more complex matters may exceed these timeframes.

Table 3: Complaint response times

Contact method	Response time
Email	2 business days (if contact is made outside of business hours, a response will be provided within two business days commencing from the start of the next business day)
In-person	
Phone line	

For complaints requiring coordination or more detailed responses, a response should be provided **within seven days** of the initial complaint being made. If a matter is unable to be resolved within seven days, the property manager should provide correspondence to the complainant indicating this, and provide an indicative timeframe for when a response will be provided.

3.3.6 Mediation

In some cases, complaints may be referred for independent mediation to help resolve disputes by facilitating communication between parties for a mutually agreeable solution. Mediation is not arbitration, as the mediator helps guide discussion but cannot make binding decisions. The mediator will have relevant qualifications and experience in similar disputes. Referral to mediation will be made by the site manager after reviewing the complaint and considering site protocols.

The mediation process may involve:

- Setting expectations for involvement and behaviour.
- Meeting with the complainant and project team to understand concerns and suggest solutions.
- Involving relevant internal or external experts as needed.
- Providing recommendations based on input from all parties.

3.4 Recording complaints

All complaints received are to be recorded in a complaints register (refer to the template provided in Appendix A).

The complaints register must:

- Record the time and date the complaint(s) is received
- Summarise the complaint
- Record the details of the complainant
- Record the outcome of the complaint and (if available) note any feedback provided by the complainant regarding the response and outcome.

All complaint correspondence must be saved and filed along with the register.

APPENDIX A COMPLAINTS REGISTER TEMPLATE

<i>Complaints Register</i>					
Date of complaint	Complainant details	Nature of complaint	Actions taken	Date actioned	Notes



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