

Inquiries						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	December 2, 2014	Project Team direct telephone	Caller left message inquiring when facility will be operational.	Staff returned call December 3 and followed up again on December 10, 2014	December 3, 2014	LW
2	December 22, 2014	Project Team direct telephone	Caller is out of town requests to leave message to advise when the facility grand opening will be.	Message left as caller requested.	December 22, 2014	MS/LW
3	December 29, 2014	Project web email	Queens University Engineering Chemistry student asking for technical information.	Returned email asking student what technical details they are interested in. A fact sheet on the facility APC system was subsequently provided.	January 8, 2015	LW
4						
5						
6						
Total Project Team Inquiries this month (project web email/telephone):				3		
Total Covanta Inquiries this month:				0		
Total Council/ Committee Inquiries this month:				0		
Total Durham Call Centre Inquiries this month (separate attachment):				0		
Total Inquiries from York this month:				0		
Total Inquiries from previous months:				40		
Total Inquiries in 2014:				43		

Complaints						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1						
2						
3						
4						
5						
Total Project Team Complaints this month (project web email/telephone):				0		
Total Covanta Complaints this month:				0		
Total Council/ Committee Complaints this month:				0		
Total Durham Call Centre Complaints this month (separate attachment):				0		
Total Complaints from York this month:				0		
Total Complaints from previous months:				11		
Total Complaints in 2014:				11		