

DURHAM YORK ENERGY CENTRE COMPLAINT PROTOCOL LOG FEBRUARY 2013

February 2013							
Date Received	Method Received	Full Name	Comment Details/Description:	Positive (P) Negative (Neg) Neutral (N)	Response/ Remedial Action	Date Sent	Staff
			There were no comments received directly through the project team during this time.				



## DYEC Call Centre Log February 2013

<b>Case ID</b>	101001276218		
<b>Date (YYYYMMDD)</b>	20130204		
<b>Municipality</b>	Clarington		
<b>Details</b>	Resident is at the site, looking to speak with someone for information about the facility.		
<b>Follow Up</b>	Project Team Followed up on Feb 4, 2013 by telephone. Enquired about facility address. Caller is to deliver or provide services to Covanta and had to meet at site.		
<b>Escalate To</b>	info@durhamyorkwaste.ca		
<b>Category</b>	EFW Construction Schedule - Inquiry		
<b>Status</b>	Closed		
<b>Follow-up By</b>	Telephone		