

# Eastern Creek Quarter

Stage 3

## > Complaints Register April 2025

**As a condition of the State Significant Development approval SSD-31515622, determined on 19 February 2024, Frasers Property Australia is required to keep a record of all complaints received about the project.**

Aligning with the conditions of the approval, the Complaints Register will be updated monthly and made publicly available on the Eastern Creek Quarter website:

<https://www.easterncreekquarter.shopping/ecq-outlet>

For more updates on this development, including all statutory approvals and related plans, refer to the Planning Portal link:

<https://www.planningportal.nsw.gov.au/major-projects/projects/eastern-creek-lot-3-outlet-centre-detailed-design>

Eastern Creek Quarter Stage 3 maintains a community contact phone number as well as a dedicated project email address. Through either the phone number or project email address, members of the community and stakeholders can find out more about the project and lodge feedback or complaints.

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Getting in touch

P: 13 38 38

E: [community@easterncreekquarter.shopping](mailto:community@easterncreekquarter.shopping)

Report period April 2025

Date of complaint	Date of response	Nature of complaint	Development approval	Project response	Complaint status	Emergency complaint Y/N)
23/4/25	23/4/25	Site conditions alongside RHRS		Detailed overview of project works provided to the relevant parties and concerns were closed out.	Closed	No