

Mt Pleasant Operation

Monthly Complaint Report

April 2025

Complaint Number	Date/Time Received	Nature of Complaint	Source	Investigation and Response
	Apr-25			
710	8/4/2025 11.16pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
711	21/04/2025 10.17pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous loud rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
712	22/04/2025 10.43pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous loud rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
713	24/04/2025 10.19pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
714	27/4/2025 10.22pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continuous rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.

715	29/04/2025 9.07pm	Noise	Community Hotline	<p>Complaint received via the Community Hotline. Complainant discussed continuous loud and rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations identified.</p> <p>The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers.</p> <p>Complainant is located on noise affected land as identified in SSD10418.</p>
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