

Mount Pleasant Operation Monthly Complaint Record August 2025

Date/time Received	Nature of Complaint	Source	Investigation and Response
5/08/2025 9.38pm	Other	Community Hotline	Complaint received via the Community Hotline. Complainant discussed unsealed public road has been damaged by Mount Pleasant workers due to accessign during. Invesitigation undertaken, plans to undertake maintenance of impact road developed.
6/08/2025 12.21am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continous rumbling noise and loud banging noise intermittently. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. There were minimal pit activities occurring following significant rainfall over the weekend. No requirement to modify operations post the complaint were 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.
6/08/2025 9.12pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations post the complaint were 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.
6/08/2025 11.37pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud banging noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. The digger material is not blocky and the operator was reminded to lower drop height of first bucket as a precaution. No requirement to modify operations post the complaint were 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.
08/08/2025 1.13pm	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed blast vibration. Investigation undertaken, blast monitors respresentive of the complainants location where reviewed and within approval limits. Complainant contacted and outcome discussed.
16/08/2025 7.59pm	Dust/Air Quality	Community Hotline	Complaint received direct to the Enviro team. The complainant disucssed dust around Kayuga Road. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits. Complainant contacted and outcome discussed.
20/08/2025 3.04pm	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed that a blast shook the house. Investigation undertaken, blast monitors respresentive of the complainants location where reviewed and within approval limits. Complainant contacted and outcome discussed.