

Mount Pleasant Operation Monthly Complaint Record December 2025

Date/time Received	Nature of Complaint	Source	Investigation and Response
2/12/2025	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed concerns over damage caused to residence following a blast. Investigation undertaken all results were below approval limits. Environment Community Manager met with the complainant and discussed the results, blasting criteria and rights of neighbouring resident within MPO's approvals if they believe there has been damaged caused to a residence. No further action has been requested.
5/12/2025 10.49am	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed that there was a lot of dust driving in and out of town. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits.
7/12/2025 12pm	Dust/Air Quality	EPA	Complaint received via the EPA. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits. No further action requested by the EPA.
11/12/2025 10.45am	Dust/Air Quality	Community Hotline/EPA	Complaint received via the Community Hotline and EPA. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits. EPA assessed no further action required at this time.
14/12/2025 12.29pm	Traffic Lights	Community Hotline	The lights were taking too long to change. Environment Community Manager called complainant and advised that the lights were scheduled to be removed later in the week.
15/12/2025 1.27pm	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed dust. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits.
15/12/2025 6.57pm	Dust/Air Quality	Community Hotline/EPA	Complaint received via the Community Hotline and EPA. Complainant discussed dust blowing all day, little to no water used. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits. EPA assessed no further action required at this time.
22/12/2025 2.28pm	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed wind and dust being generated from the Mount Pleasant site. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits.