

Mount Pleasant Operation Monthly Complaint Record January 2026

Date/time Received	Nature of Complaint	Source	Investigation and Response
5/1/2026 10.47pm	Lighting	Community Hotline	Complaint received via the Community Hotline. Complainant discussed lights shining into residence. Investigation undertaken, lighting plants were not facing town, glow from plants may have been visible. Lighting plants adjusted at the start of shift.
6/01/2026 12.10am	Lighting	Community Hotline	Complaint received via the Community Hotline. Complainant discussed lights shining into residence. Investigation undertaken, lighting plants were not facing town, glow from plants may have been visible. Lighting plants at the top of the dump were shutdown.
12/01/2026 4.58pm	Trucks	Community Hotline	Complaint received via the Community Hotline. Complainant discussed witnessed the trucks/truck & dogs leaving the Dorset Rd Project in an extremely dangerous manner. Investigation undertaken two truck drivers identified and no longer engaged by contractor for deliveries.
14/1/2026 3.44pm	Dust	Community Hotline/EPA	Complaint received via the Community Hotline and EPA. Complainant discussed dust from project areas. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits. Report provided to the EPA. EPA assessed no further action required at this time.
14/1/2026 5.13pm	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed, mine just fired a shot and a cloud of dust, investigation undertaken, dust went in a westerly direction away from the complainants residence across MACH land. Blast monitors representative of the complainants location where reviewed and within approval limits. Complainant contacted and outcome discussed.
16/1/2026 1.15am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continual rumbling noise. 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.
19/1/2026 12.40pm	Dust	EPA	Complaint received via the EPA. Report provided to the EPA. EPA assessed no further action required at this time.
22/01/2026 12.40pm	Dust	EPA	Complaint received via the EPA. Report provided to the EPA. EPA assessed no further action required at this time.

23/01/2026 5.55pm	Dust	Community Hotline	Complaint received via the Community Hotline. Complainant discussed dust from operations along Castlerock Road. Investigation undertaken, all water carts in operation air quality results from real-time monitors were accessed and below the compliance limits.
24/1/2026 3.29pm	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed, mine just fired a shot it shook the house and generated a lot of dust. Investigation, undertaken, blast monitors representee of the complainants location where reviewed and within approval limits. The dust generated dispersed within the site boundary. Complainant contacted and outcome discussed.
26/01/2026 4pm	Dust	EPA	Complaint received via the EPA. Report provided to the EPA. EPA assessed no further action required at this time.
27/01/2026 3:20pm	Dust	EPA	Complaint received via the EPA. Report provided to the EPA. EPA assessed no further action required at this time.
27/1/2026 10.03pm	Dust	Community Hotline/EPA	Complaint received via the Community Hotline and EPA. Complainant discussed dust from the operations. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits. Report provided to the EPA. EPA assessed no further action required at this time.
28/1/2026 8.02pm	Dust	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.
30/1/2026 3.40pm	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed, mine just fired a shot with a very orange cloud noise that shook the house and a very orange cloud of dust and smoke that went into the air. Investigation undertaken, blast monitors representee of the complainants location where reviewed and within approval limits. A small amount of fume generated from the blast was rated a 2B and dispersed within the site boundary, along with generated dust. Complainant contacted and outcome discussed.
31/1/2026 2.55pm	Dust	Community Hotline	Complaint received via the Community Hotline. Complainant discussed wind and dust being generated from the Mount Pleasant project areas. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits.