

Mount Pleasant Operation Monthly Complaint Record July 2025

Date/time Received	Nature of Complaint	Source	Investigation and Response
3/07/2025 7.12am	Spontaneous Combustion	Direct to Enviro Team	Complaint received direct to Enviro Team. Complainant discussed SponCom smell. Investigation undertaken, noted minor areas of sponcom in the opencut with remediation being undertaken.
4/07/2025 12.09am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud booming 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.
4/07/2025 9.39pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed 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.
18/7/2025 10.55pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud 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.
21/7/2025 1.09am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed banging dumping by trucks, constance hum of trucks and roar and wind 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.
21/7/2025 1.00am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed clanging and banging 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.

23/7/2025 2.40pm	Other	Community Hotline	Complaint received via the Community Hotline. Complainant discussed works have effected his phone line. Investigation undertaken, Telstra engaged to repair line, dial before you dig information determined to be inaccurate.
23/7/2025 9.18pm	Noise	Direct to Enviro Team	Complaint received direct to Enviro Team. Complainant discussed loud 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.
23/7/2025 10.07pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed banging noises. 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.
23/7/2025 10.23pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise and banging 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.
23/7/2025 3.08pm	Dust/Air Quality	EPA	Complaint received via the EPA. The EPA received a community complaint today about dust impacting the area. Investigations undertaken and no triggers of dust TARP.
27/07/2025 10.22PM	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 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.
29/07/2025 6.30pm	Lighting	Community Hotline	Complaint received via the Community Hotline. Complainant discussed light currently being used at Mount Pleasant site that is shining directly into his front living room. Caller contacted and lighting plants reviewed and modified.
30/07/2025 11.52am	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed blast that occurred this morning causing shaking and vibration. Investigation undertaken, all monitors were below the compliance limits.
30/07/2025 11.20am	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed blast that occurred this morning. Investigation undertaken, no fume produced and blast dust dispersed within the exclusion zone.
30/07/2025 11.54am	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed blast that occurred this morning causing shaking and vibration. Investigation undertaken, all monitors were below the compliance limits.