

Mt Pleasant Operation Monthly Complaint Report June 2025

Date/Time Received	Nature of Complaint	Source	Investigation and Response
Jun-25			
2/06/2025 03.52pm	Odour	EPA	Complaint received from EPA Investigation undertaken and RFI response supplied to EPA. Investigations were undertaken Heating event was previously identified in the central pit and was under monitoring and management. No offensive odour was identified as being emitted from site.
04/06/2025 01.01am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed really loud banging 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.
4/06/2025 7.41pm	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 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.
06/06/2025 10.21pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud booming and banging noises. 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.

11/06/2025 01.03am	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 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.
11/06/2025 10.03pm	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. Prior to the complaint at approximately 9:20pm, the OCE made operational changes including relocating a dozer away from a northern ramp, and ensuring trucks were running low within north operations. 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.
14/06/2025 10.50pm	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.
17/06/2025 6.30pm	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.
17/06/2025 11.24pm	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.
28/06/2025 10.30pm	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.