

**Mount Pleasant Operation
Monthly Complaint Record
June 2026**

Date/time Received	Nature of Complaint	Source	Investigation and Response
02/06/2026 11:22pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous rumbling noise that occurs nightly. An investigation was undertaken by the OCE which determined that all monitors were under green TARP conditions and no rumbling noises could be heard. At the time of the complaint, mining activities were limited due to wet weather recovery. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
06/06/2026 10:56pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continuous rumbling noise for the last two hours. An investigation was undertaken by the OCE which determined that no loud rumbling noises could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
14/06/2026 06:30pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continuous machinery/rumbling noise for the last two hours. An investigation was undertaken by the OCE which determined that no rumbling or banging noises could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
16/06/2026 11:02pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous loud rumbling noise for the last three hours. An investigation was undertaken by the OCE which determined that no rumbling or loud banging noises could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.

17/06/2026 10:19pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed a loud rumbling noise for the last three hours. An investigation was undertaken by the OCE which determined that no loud rumbling or banging noises could be heard. All noise monitors were under green TARP level conditions, with no noise spikes or concerns present. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
21/06/2026 6:12am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise for the past few hours. An investigation was undertaken by the OCE which involved operational changes such as excavator operators reducing bucket drop height. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
21/06/2026 11:03pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed a loud continuous rumbling noise for the last three hours. An investigation was undertaken by the OCE which determined that no loud rumbling or banging noises could be heard. All noise monitors were under green TARP level conditions, with no noise spikes or concerns present. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
23/06/2026 12:57am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling for the last few hours. An investigation was undertaken by the OCE which determined that no loud rumbling or banging noises could be heard. All noise monitors were under green TARP level conditions, with no noise spikes or concerns present. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
24/06/2026 10:20am	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed a blast in the pit shaking their house. An investigation was undertaken which determined that all blast monitors were within approval limits. The dust generated from the blast dispersed within the site boundary. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
28/06/2026 6.02pm	Lighting	Community Hotline	Complaint received via the Community Hotline. Complainant discussed bright lights shining towards Muswellbrook. An investigation was undertaken which found that lighting plants were not facing the Muswellbrook direction.