

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

Date/time Received	Nature of Complaint	Source	Investigation and Response
02/05/2026 10:42pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous rumbling noise. An investigation was undertaken by the OCE which could not determine any loud banging noises. 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.
04/05/2026 9:09am	Dust	Community Hotline	Complaint received via the Community Hotline. Complainant had a general dust complaint. An investigation was undertaken with air quality results from real-time monitors accessed. These results were below the compliance limits described in the Mount Pleasant Air Quality and Greenhouse Gas Management Plan.
04/05/2026 9:46am	Dust	Community Hotline	Complaint received via the Community Hotline. Complainant discussed works at Mount Pleasant generating dust. An investigation was undertaken with air quality results from real-time monitors accessed and below the compliance limits.
06/05/2026 11:11pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continuous rumbling noise. The OCE made operational changes including moving fleet to a lower dump level and reducing haul truck speeds to minimise noise levels. 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.
07/05/2026 12:19am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud mining noise that has increased since the previous call. The OCE made operational changes including moving fleet to a lower dump level and reducing haul truck speeds to minimise noise levels. 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.
08/05/2026 8:34pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuing rumbling and banging noise. An investigation was undertaken by the OCE which could not determine any loud banging noises. 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.
08/05/2026 10:53pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling and banging noise. An investigation was undertaken by the OCE which could not determine any loud banging noises. 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.
14/05/2026 8:35pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed rumbling noise through the ground and night. An investigation was undertaken by the OCE which could not determine any loud rumbling noises. Due to wet weather conditions, only dozers were operational at the time of the complaint. 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.
14/05/2026 10:38pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continuous rumbling noise throughout the night. An investigation was undertaken by the OCE which could not determine any loud rumbling noises. 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.
19/05/2026 10:01pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continuous rumbling noise over the last 3 hours. An investigation was undertaken by the OCE which could not determine any loud rumbling noises. 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.
21/05/2026 10:59pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continuous rumbling noise over the last 2.5-3 hours. An investigation was undertaken by the OCE which could not determine any loud rumbling noises. 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.
24/05/2026 9:22pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continuous rumbling noise over the last 2-3 hours. An investigation was undertaken by the OCE which could not determine any loud rumbling noises. 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 to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
26/05/2026 7:22pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise over the last few hours. An investigation was undertaken by the OCE which could not determine any loud rumbling noises. There was limited operations at the time of the complaint as shift change was underway. 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.
29/05/2026 9:09pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous loud rumbling noises. An investigation was undertaken by the OCE which could not determine any loud rumbling noises. 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 to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
30/05/2026 8:27pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continuous rumbling noise throughout the night. An investigation was undertaken by the OCE which could not determine any loud rumbling noises. 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.
31/05/2026 9:10pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise with no banging. An investigation was undertaken by the OCE which involved operational changes, including excavator operators reducing drop heights of material, haul trucks reducing speeds and trucks relocating to lower dumps. 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.