

Complaint Number	Date/Time Received	Nature of Complaint	Response
596	15/11/22, 3.57am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operations were altered with dozers restricted to first gear to minimise noise. The Meteorological conditions were valid at the time of the complaint. The measured wind speed was 2.5 m/s with a wind direction of 319 degrees recorded at APF4. The sound file from Site 4 (the most representative of the receiver) was reviewed. Distant Low frequency mine noise was audible. No noise alarms were triggered prior to the complaint at Site 4.
597	15/11/22, 10.01pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operations were altered with dozers restricted to first gear to minimise noise. The Meteorological conditions were valid at the time of the complaint. The measured wind speed was 2.3 m/s with a wind direction of 11 degrees recorded at APF4. The sound file from Site 4 (the most representative of the receiver) was reviewed. Distant Low frequency mine noise was audible. No noise alarms were triggered prior to the complaint at Site 4.
598	15/11/22, 11.12pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operations were altered with dozers restricted to first gear to minimise noise. Two excavators were also parked up for crib to see if the noise is reduced. The Meteorological conditions were valid at the time of the complaint. The measured wind speed was 2.3 m/s with a wind direction of 0 degrees recorded at APF4. The sound file from Site 4 (the most representative of the receiver) was reviewed. Distant Low frequency mine noise was audible. No noise alarms were triggered prior to the complaint at Site 4.
599	22/11/22, 8.31pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. It was identified that there was fault with the silent horn on EX8336 an improvement plan has been completed on this machine with horn fault repaired on nightshift the 23rd of November. Meteorological conditions recorded at the A-PF2 were not valid due to high winds with a recorded wind direction of 262° and a wind speed of 4.4m/s recorded. No noise alarms were triggered prior to the complaint at Site 2/3.
600	26/11/22, 9.00am	Dust	Complaint received via the Department of Planning & Environment. Complainant discussed dust from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from dust. Upon receipt of the complaint Meteorological conditions were found to be valid at the time of the complaint. The predominant wind direction was 149 degrees from a south easterly direction, the wind speed at the time was 1.4 meters per second. Therefore, the Mount Pleasant Operation was unlikely to be the main contributor as there are two other operations in two locations directly east of the complainants property.