

Mount Pleasant Operation Monthly Complaint Record November 2025

Date/time Received	Nature of Complaint	Source	Investigation and Response
5/11/2025 12.04pm	Dust/Air Quality	Direct to Enviro Team	Complaint received direct to the Enviro team. The complainant discussed that there are dust plumes coming from the middle of north pit and going over the community of Muswellbrook. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits.
5/11/2025 4.58pm	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed dust generation. Investigation, undertaken air quality results from real-time monitors were accessed and below the compliance limits.
8/11/2025 10.17pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continual 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.
11/11/2025 11.56pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous loud rumbling, loud bang occurred just now. 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.
16/11/2025 11.44pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous rumbling noise and loud banging. 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.
20/11/2025 10.40pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed usual continuous rumbling noise, no loud bangs tonight. 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.
23/11/2025 11.11pm	Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed a large amount of dust coming over before dark as if there was a strong southerly. This was about 7pm. You can smell it and taste it and it is still just hanging in the air. There is no wind and still the dust has come across to them. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits.
24/11/2025 1.15pm	Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed dust generation. Investigation, undertaken air quality results from real-time monitors were accessed and below the compliance limits. Complainant is located in the acquisition zone for the project where the activities were being undertaken.
26/11/2025 12pm	Air Quality	EPA	Complaint received via the EPA. There was a significant storm event that impacted the area at the time of the complaint. EPA assessed no further action required.