

Mount Pleasant Operation Monthly Complaint Record October 2025

Date/time Received	Nature of Complaint	Source	Investigation and Response
1/10/2025 5.03pm	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed the dust is bad today, due to the wind. Investigation undertaken at the time of the complaint water carts prioritised to key areas. Air quality results from real-time monitors were accessed and below the compliance limits.
2/10/2025 11.39pm	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.
10/10/2025 12.23am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous loud rumbling noise for the last 2hrs. 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.
22/10/2025 8.33am	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed red dust coming from the plant re earthworks. Investigation undertaken at the time of the complaint water carts prioritised to key areas. Air quality results from real-time monitors were accessed and below the compliance limits.
23/10/2025 5.16pm	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed Excessive dust present in the air in strong southerly winds today. So thick it gets in the eyes and mouth outdoors. Caller cannot open their windows for fresh air without the dust coming in. Southerly wind is picking up the dust and has worsened since noon. Workers are wetting the dust down but it is not enough to stop it spreading. Suggesting on days where winds are so high could the work cease on those days only. Investigation undertaken, the conditions are bad due to the heat and wind, water were carts prioritised to key areas.

25/10/2025 2.36pm	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed, mine just fired a shot and a cloud of dust is now heading towards residence. Investigation, undertaken, blast monitors representative of the complainants location where reviewed and within approval limits. Complainant contacted and outcome discussed.
25/10/2025 2.30pm	Blast	EPA	Complaint received via the EPA. Report provided to the EPA. EPA assessed no further action required.
26/10/2025 9.21pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed on going loud rumbling noise and random loud bangs. 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.
26/10/2025 10.05pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed noise has increased considerably since 21:15 this evening, noise is still loud and rumbling and 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.
27/10/2025 6.06am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise and banging throughout the night, interrupting sleep. 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.