Mount Pleasant Operation
Monthly Complaint Record
October 2026

Date/time Received	Nature of Complaint	Source	Investigation and Response
02/10/2026 12:39pm	Dust	Community Hotline	Complaint received via the Community Hotline. Complainant discussed high dust levels all morning from the crusher on Dorset Road. The crusher was shut down for the remainder of the day.
09/10/2026 10:15pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed heavy thumping and rumbling noise. An investigation was undertaken by the OCE which determined that no loud banging or rumbling noises could be heard. All monitors were under green TARP 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.
16/10/2026 10:08am	Dust	Community Hotline	Complaint received via the Community Hotline. Complainant discussed dust coming from site with no water trucks visible. 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. All water carts were in operation across project areas. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
22/10/2026 09:00am	Vibration	Direct to Environmental team	Complaint received via the Community Hotline. Complainant discussed vibration from the Discharge Dam 1 project. An investigation was undertaken which determined that vibrations were a result of a compactor on the dam wall which is essential to ensure the dam is built to standard.
28/10/2026 10:58am	Dust	Community Hotline	Complaint received via the Community Hotline. Complainant discussed dust coming from site with no water trucks visible. 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. Operational changes were made such as moving operations to lower inpit dumps, ceasing operations in the rehab area and hotseating water carts through crib breaks. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.