

## Complaint Register

Division:	Quarry	Location:	Albion Park Quarry		
No.	Date Raised	Summary of Complaint	Summary of Action (if any)	Agreed Completion Date	Date of Verification Close Out
QC108	12/7/2019	Vibration from blast 15/19 shook 2 houses.	Nil action required – Noise and vibration levels within approved limits.	12/7/2019	12/7/2019
QC109	18/7/2019	Allegations of damage from blasting on 4/6/19 and 28/6/19	Nil action required - Noise and vibration levels within approved limits.	19/7/2019	19/7/2019
QC110	23/7/2019	Complaint regarding dust clouds and fallout early in the morning of 22/7/2019.	Investigation identified that dust haze and fallout was unlikely due to Cleary Bros Quarry, as there had been negligible activity at the quarry in the time leading up to the complaint.	24/7/2019	24/7/2019
QC111	2/8/2019	Complaint regarding dust clouds and fallout early in the evening of 26/7/2019.	Investigation identified that dust haze and fallout was unlikely due to Cleary Bros Quarry, as there had been minimal activity at the quarry in the time leading up to the complaint.	5/8/2019	5/8/2019
QC112	3/9/2019	Excessive noise and vibration from blast 21/19	Nil action required – Noise and vibration from blast was within approved limits.	3/9/2019	3/9/2019
QC113	1/10/2019	Allegations of damage from blasting on 1/10/2019 at 10:20am.	Cleary Bros had not blasted on the day at the time of the complaint. Complaint not attributable to Cleary Bros Albion Park Quarry.	1/10/2019	1/10/2019
QC114	3/12/2019	Complaint regarding dust from quarry operations on 3/12/19 at 4:35pm.	Water cart in operation in other part of quarry at time of complaint – reassigned to respond to complainants area of concern.	12/12/2019	12/12/2019
QC115	5/12/2019	Blast 25/19 caused significant shaking to house.	Nil action required – Noise and vibration levels within approved limits.	5/12/2019	5/12/2019
QC116	8/1/2020	Complaint regarding quarry-related noise at residence.	Dozer reversing beacon replaced.	10/1/2020	10/1/2020
QC117	21/4/2020	Complaint regarding excessive vibration from blast 11/20	Nil action required – Noise and vibration levels within approved limits.	21/4/2020	21/4/2020

Last updated: 1/7/2020

## Complaint Register

---

No.	Date Raised	Summary of Complaint	Summary of Action (if any)	Agreed Completion Date	Date of Verification Close Out
QC118	4/5/2020	Complaint regarding dust from quarry operations.	Site activities and control measures reviewed in light of complaint.	11/5/20	11/5/2020
QC119	4/6/2020	Complaint regarding noise from blast 15/20	Nil action required – Noise and vibration levels within approved limits.	4/6/2020	4/6/2020
QC120	5/6/2020	Complaint received regarding allegations of operating outside of approved hours.	Site activities reviewed. Investigations identified that noise emissions from other quarry sites likely to have cause complaint.	16/6/2020	16/6/2020
QC121	17/6/2020	Complaint regarding dust from blast 16/20.	Weather conditions suitable for blasting at time of firing. Change in wind direction following blast likely led to concerns raised by complainant.	17/6/2020	17/6/2020