

## 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
QC130	28/8/2024	Complaint regarding dust and material tracking at the entrance to the quarry.	Cleary Bros reviewed current strategies. Confirmed street sweeper engaged daily, improvements to wheel wash recently undertaken. Continuous particulate monitor recently installed near site entrance.	18/9/2024	18/9/2024
QC131	17/9/2024	Complaint received by the EPA regarding dust emissions from the quarries (Cleary Bros and Holcim) at 6pm on Saturday 14 September 2024.	Cleary Bros was not operating at the time of the complaint. Dust suppression activities from earlier in the day and monitoring data suggests Cleary Bros were not causing elevated dust levels.	19/9/2024	19/9/2024
QC132	27/9/2024	Complaint received from Shellharbour Council regarding rocks tracked onto public road at entrance to quarry	Cleary Bros requested further information from Council, and inspected the road. 10 rocks picked up from the sides of the road, and confirmed street sweeper operation as scheduled.	4/10/2024	4/10/2024
QC133	23/10/2024	Complaint received regarding dust impacts to Albion Park Rail residents.	Review of dust emissions suggested activities in Storage Area may have contributed to concerns. Quarry Manager advised and dust mitigation strategies in Storage Area revised. Complainant did not respond to requests for further information.	28/10/2024	28/10/2024
QC134	2/11/2024	Complaint received regarding dust impacts to solar panels and cars.	Review of real time monitors and weather conditions suggests Cleary Bros not contributing to dust levels off site on day of complaint. Complainant did not respond to requests for further information.	20/11/2024	20/11/2024
QC135	17/2/2025	Complaint received from Shellharbour Council regarding dust from the quarry.	Cleary Bros requested further information from Council, however they weren't able to provide any further detail. Cleary Bros reviewed current strategies and confirmed appropriate.	19/2/2025	19/2/2025

Last updated: 23/7/2025