



Complaints Register

January to June 2023

To lodge a complaint contact the Quarry Manager on 0418 116 861

Number	Date	Time	Nature of Complaint	Complaint Comments	Complaint made by	Action Taken
#1	14/04/2023		Noise	Email complaint from local resident regarding hammering activities occurring on site. Alleging increased frequency of rock hammering being conducted at the quarry	Unsure, the complaint was anonymous and made through the Community Consultative Committee	28/04/2023 - Response through the Community Consultative Committee to complainant from Grant Rd Quarry. A response was provided to the chair advising that hammering has not moved closer or changed. Block production has remained the same for the last 4 years. Further that annual sound monitoring for the quarry operations has always been within the criteria outlined in the EPA licence and DPE conditions of consent. The complainant was offered an "olive branch" to contact the company directly with any concerns. The chair forwarded this information through to the complainant, however, no further contact has been forthcoming.