

2020 Community Complaints

Date	Issue/s	Outcome
<u>January</u> Date: 23/01/2020 Time: 10:40am By: Member of the public How: Member of the public contacted the Environmental Protection Authority (EPA).	<p>On the 4th February Metromix received the following email from the EPA: 'The EPA has received a complaint from a member of the public on 23 January 2020 10:40am reporting the following: <i>excessive dust at the Metromix quarry, observed when driving on Rhondda Road. The dust appeared to be generated by machinery movements such as large dump trucks. There is no obvious use of water etc to suppress the dust. It is quite windy today and dust is blowing off the site</i>'.</p> <p>On the 6th February Metromix requested photo evidence from the EPA, however none was available.</p>	<p>Metromix responded to the EPA on 11/02/2020 and advised the following: An internal investigation into the matter has concluded and has determined that on the day of the complaint Metromix executed the available dust suppression controls available at that time. There were no unusual circumstances that occurred on the day of the complaint that would have caused excessive dust generation. Supporting documents were also forwarded to the EPA which showed the use of the watercart and the weather conditions on the 23rd of January. Metromix quarry management have communicated this complaint and investigation to its work group and will continue to monitor dust generation and execute dust suppression control measures during production activities. To date Metromix has not received a response from the EPA.</p>
<u>February</u> Date: Time: By: How:	Nil	Nil
<u>March</u> Date: Time: By: How:	Nil	Nil
<u>April</u> Date: Time: By:	Nil	Nil

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How:		
<u>May</u> Date: Time: By: How:	Nil	Nil
<u>June</u> Date: Time: By: How:	Nil	Nil
<u>July</u> Date: Time: By: How:	Nil	Nil
<u>August</u> Date: Time: By: How:	Nil	Nil
<u>September</u> Date: Time: By: How:	Nil	Nil
<u>October</u> Date: Time: By: How:	Nil	Nil
<u>November</u> Date: 12/11/2020	Local resident called to complain about the amount of truck movements going through the intersection of Rhondda Road and	Metromix entered details of this complaint into their online reporting system. The Quarry Manager

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Time: 10:30am By: Scott Muller How: Phone call to Metromix Complaints Line	Railway Street. The complainant advised that in recent months he has observed an increase in truck traffic and the associated noise levels have made it so he can no longer sit on his porch and speak with his partner. The complainant also advised that he can hear truck movements from as early as 5:30am and requested if the traffic can be diverted around Rhondda Road. The complainant then advised that the intersection has become a safety hazard due to the trucks driving wide of their lane.	conducted an investigation into the complaint and responded to the complainant in writing the following day. The findings from the investigation showed that truck movements for the preceding two months were within the approved limits and the complainant was given copies of the quarry's project approval, 2020 noise monitoring report, October truck movement report and September truck movement report. The complainant responded on 16/11/2020 with: 'Thank you and I will review, regards Scott Muller'.
<u>December</u> Date: Time: By: How:	Nil	Nil