

2013 Community Complaints.

Date	Issue/s	Outcome
9/9/2013	Member of the community contacted us saying she thought a rock from a passing truck had broken her rear windscreen while parked on York St Teralba. She couldn't identify the truck.	The Quarry Manager visited the lady at her home and investigated the incident. Metromix paid for the rear windscreen to be replaced. She wrote to the Quarry Manager thanking the company and the people involved for their reliable and professional help.
9/11/2013	Teralba resident rang and left a message that he could hear Metromix Blasting.	The Quarry Manager contacted the resident explained that no blasts had taken place on site since the 22 nd of October and the Company certainly doesn't blast on Saturdays.
27/11/2013	Dust complaint from visitor to site of dust coming off crushing and screening plant.	Not considered by site personnel to be plumes or excessive dust. No action taken.
5/12/2014	EPA received a complaint of dust leaving the Quarry Site at 4.45 pm on 5/12/2013.	According to the on site weather station, wings gusts of kmh were experienced at 4.45 pm on 5/12/2014. According to the crushing plant log, the crushing plant was shut down once the front came through.