

**2023 Community Complaints**

Date	Issue/s	Outcome
<b><u>January</u></b> Date: Time: By: How:	Nil	Nil
<b><u>February</u></b> Date: Time: By: How:	Nil	Nil
<b><u>March</u></b> Date: Time: By: How:	Nil	Nil
<b><u>April</u></b> Date: Time: By: How:	Nil	Nil
<b><u>May</u></b> Date: Time: By: How:	Nil	Nil

**2023 Community Complaints**

<p><b><u>June</u></b>  <b>Date:</b>  <b>Time:</b>  <b>By:</b>  <b>How:</b></p>	<p>Nil</p>	<p>Nil</p>
<p><b><u>July</u></b>  <b>Date:</b> 05/07/2023  <b>Time:</b> 11:00  <b>By:</b> EPA on behalf of a member of the public  <b>How:</b> Called Manager of Quarries and then followed up with an email</p>	<p>Carlo Eastaway from the EPA advised that a complaint from a member of the public had been received regarding dust emitted from Teralba.  The complainant lives in the residential estate to the south-east of the quarry.   The complainant states that during the past six months, they have experienced an increase in dust settling on their property. The complainant alleges the dust is coming from Teralba Quarry, with the dust most evident with corresponding winds from the north, north-west.   Secondly, the complainant states they travel daily on Rhondda Road, and alleges the north bound lane, from the exit of the quarry for approximately 400m to 500m, is a different colour to the rest of the road. They argue this is a result of sediment tracking from the quarry. The complainant states the sediment material on this section of the road turns into a slurry during and after rain, and becomes very slippery and dangerous to drive on.</p>	<p>Metromix conducted an investigation into its activities in the preceding 6 months and concluded that the quarry executed appropriate controls to manage dust emissions. Metromix provided the EPA with a written response to the complaint on the 12<sup>th</sup> of July.</p>
<p><b><u>August</u></b>  <b>Date:</b>  <b>Time:</b>  <b>By:</b>  <b>How:</b></p>	<p>Nil</p>	<p>Nil</p>
<p><b><u>September</u></b>  <b>Date:</b>  <b>Time:</b></p>	<p>Nil</p>	<p>Nil</p>

**2023 Community Complaints**

<b>By:</b> <b>How:</b>		
<b><u>October</u></b> <b>Date:</b> <b>Time:</b> <b>By:</b> <b>How:</b>	Nil	Nil
<b><u>November</u></b> <b>Date:</b> <b>Time:</b> <b>By:</b> <b>How:</b>	Nil	Nil
<b><u>December</u></b> <b>Date:</b> <b>Time:</b> <b>By:</b> <b>How:</b>		