2016. Community Complaints

Date	Issue/s	Outcome
January 2016	Nil Received	
February 2016	Nil Received	
March 2016	Nil Received	
April 2016	Nil Received	
May 2016	Community member complained that a truck pulled out in front of him on Wakefield road and he had to brake. The community member believed the truck driver had ample time to see him approaching the intersection.	We were able to identify the truck in question and spoke to the trucking company in question.
May 2016	Community member complained his car was sprayed with rocks from a truck travelling along Rhondda Rd into the quarry(on the sweeping bend after the pistol club entrance).	Agreed to compensate community member for damage, unable to determine the truck in question and/or whether it was a loaded truck carting to the Downer road surfacing facility.
May 2016	EPA received a complaint from the Lake Macquarie Council about the tracking of gravel and fines onto Rhondda Road from the top gate exit and west towards the pistol club entrance.	Metromix put a submission into EPA with what clean up measures were taken, interim measures put in place, short term measures to be put in place and long term measures should the others measures not bring a satisfactory result.
June 2016	Nil Received	
July 2016	Nil Received	
August 2016	Nil Received	
September 2016	Nil Received	
October 2016	Community member who lives on Wakefield complained about trucks travelling along Wakefield waking his family from 2am onwards.	Visited the community member and explained that Metromix don't travel along Wakefield Rd at 2am in the morning, however they do leave quarry from 3.30 am onwards. Agreed with the community member to look at noise abatement measures that could be put in place. For example double glazing of shuuters.
November 2016	Nil Received	
December 2016	Nil Received	