2026 Community Complaints

Date	Issue/s	Outcome
<u>January</u> **Date:** **Time:** **By:** **How:**	Nil	Nil
<u>February</u> **Date:** **Time:** **By:** **How:**	Nil	Nil
<u>March</u> **Date:** **Time:** **By:** **How:**	Nil	Nil
<u>April</u> **Date:** **Time:** **By:** **How:**	Nil	Nil
<u>May</u> **Date: 07.05.2026** **Time: 09:49am** **By: Anonymous** **How: Phone**	The Complainant contacted Metromix Teralba Quarry and It was raised that the Complainant can hear machinery beeping, the sound of a bulldozer and a strong odour of tar. It was noted to be louder than normal the last two weeks and can be heard throughout the night (2am).	The Quarry Manager contacted the complainant via the phone number provided. The Quarry Manager advised of the Project Approval for Teralba Quarry for operations (7am-7pm) and could confirm that no machinery operation took place with production finishing at 4pm. It was also noted that Metromix Teralba Quarry does not handle or process and products the emit odour and advised the complainant of the current road works occurring on Wakefield Road and neighbouring operations that do handle asphalt products.

		The Quarry Manager advised the complainant to advise if any further concerns or issues arise. No further action was required or enquires made.

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<u>June</u> **Date: 12.6.2026** **Time: 07:10am** **By: BF** **How: Email**	A complaint was sent via email to the information enquiries email address for Metromix that stated the following: Good morning, the time is now 705am on Friday the 12th of June. I live in Read Place Teralba and currently when going outside there is an overpowering and quite offensive smell of bitumen which I believe to be coming from your Teralba quarry. This is far from the first time and it is far more frequent in cooler months. I would like this put on record and if you could have a look into your operations and see if this problem can be mitigated in any way that would be appreciated. I am not the only one who finds this a problem but most of my neighbours think there is nothing that can or will be done so they keep quiet on the matter (at the moment).	The Quarry Manager contacted the complainant via email and advised that Metromix Teralba Quarry does not handle or process any product related to bitumen/asphalt. The resources processed at Metromix Teralba Quarry is conglomerate that has no odour when handled, crushed and screened. It was noted that there are neighbouring/separate operations to Metromix Teralba Quarry that do handle asphalt products. The Quarry Manager also advised if there was any further concerns or issues relating the Quarry that they would be happy to assist and passed on direct contact details. The Complainant Thanked Metromix for their response and acknowledged that no further action was required of Metromix relating to this matter.
<u>July</u> **Date:** **Time:** **By:** **How:**	Nil	Nil
<u>August</u> **Date:** **Time:** **By:** **How:**	Nil	Nil
<u>September</u> **Date: 18.09.2026** **Time: 13:32** **By:** **How: Phone**	The Complainant contacted Metromix Teralba Quarry office to advise that the blast recently fired was loud and was concerned it was an earthquake. It was also raised of health impacts to the Complainant from the blast.	The Quarry Manager contacted the Complainant via phone call that afternoon. Notes were taken of the alleged impacts of Quarry activities on their health and residential property. It was agreed that the Quarry Manager would attend their residence on the 22.9.2026.

		The Quarry Manager attending the Complainant residence at 4pm on the 22.9.2026 and advised on the blast results being compliant from the 18.09.2026 and that blast monitoring (over pressure and vibration) could be carried out at their property on the next scheduled blast (01.10.2026). This was agreed to have monitoring carried out across from their residence. Other issues raised included dust and noise impacts. The Quarry Manager advised of the dust monitoring locations around the local area of Teralba which includes a monitoring point adjacent to their residence. These results are posted in the Monthly Monitoring Summaries posted on the Company website. It was discussed that any noise impacts would be investigated and when noise pollution is believed to be emanating from the Quarry, to contact the Quarry Manager or office. Noise suppression controls were discussed that are utilised in the operation.
<u>October</u> **Date:** **Time:** **By:** **How:**		
<u>November</u> **Date:** **Time:** **By:** **How:**		
<u>December</u> **Date:**		

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Time: **By:** **How:**		