

Complaints Register

a complaints register updated on a monthly basis

Summary of Complaint:

Date and time	Details of Complaint	Action taken
No complaints received this month		

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19/02/2021	Complaint received from EPA Enviroline. Caller from adjoining site in Laurio Place, Mayfield. Caller states the cars parked at adjoining site are covered with particulate matter.	A review of all onsite dust suppression was undertaken and report provided to the EPA as requested

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19/05/2021	Phone call received asking what the 1800 number is for dust complaints	Site manager called complainant back. Manager gave his number for complainant to ring directly next time if he has any further concerns. Onsite weather station data showed the predominant wind direction between the 15 - 18 May 2021 was WSW direction

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17/09/2021	Email received from EPA regarding a dust complaint received via the Enviroline from a neighbour for the week of 13-17 September, 2021	Response provided to the EPA as requested

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7/12/2021	Email received from EPA. Complainant made a call to EPA enviroline - dust deposit on callers car overnight.	Response provided to EPA - we did not operate overnight, therefore we do not accept that we were the cause of the alleged dust deposition event