

East Guyong Quarry Complaints Register

Month /Year	Incident Date & Time	Mode of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
2022					
Dec-21			No complaints lodged		
Nov-21			No complaints lodged		
Oct-21			No complaints lodged		
Sep-21			No complaints lodged		
Aug-21			No complaints lodged		
Jul-21			No complaints lodged		
Jun-21			No complaints lodged		
May-21			No complaints lodged		
Apr-21			No complaints lodged		
Mar-21			No complaints lodged		
Feb-21			No complaints lodged		
Jan-21			No complaints lodged		
2021					
Dec-21			No complaints lodged		
Nov-21			No complaints lodged		
Oct-21			No complaints lodged		
Sep-21			No complaints lodged		
Aug-21			No complaints lodged		
Jul-21			No complaints lodged		
Jun-21			No complaints lodged		
May-21			No complaints lodged		
Apr-21			No complaints lodged		
Mar-21			No complaints lodged		
Feb-21			No complaints lodged		
Jan-21			No complaints lodged		
2020					
Dec-20			No complaints lodged		
Nov-20			No complaints lodged		
Oct-20			No complaints lodged		
Sep-20			No complaints lodged		
Aug-20			No complaints lodged		
Jul-20			No complaints lodged		
Jun-20			No complaints lodged		
May-20			No complaints lodged		
Apr-20			No complaints lodged		
Mar-20			No complaints lodged		
Feb-20			No complaints lodged		
Jan-20			No complaints lodged		
2019					
Dec-19			No complaints lodged		
Nov-19			No complaints lodged		
Oct-19			No complaints lodged		
Sep-19			No complaints lodged		

To lodge a complaint via phone, contact:

East Guyong Quarry
Ph: 02 6368 7190

24 hour emergency contact / complaints
Ph: 1800 882 478

Chris Cooke
Quarry Manager
Ph: 0409 907 043
E. chris.cooke@hanson.com.au

Alternatively, lodge a written complaint at:
www.hanson.com.au/contact/contact-us/

Aug-19	21.08.2019 10:12am	Email	Excessive tree guards blowing over from quarry into neighbours paddocks from strong winds - Neighbour (name withheld) sent email and raised complaint that excessive tube stock tree guards have blown over the neighbours properties causing a lot of time picking up rubbish and disposing of.	I Quarry manager Chris Cooke have inspected Gordon Rd. and found more tree guards and picked up what I could. Contacted tree planting contractor to inspect, tidy up existing, discuss plan on planting program in the spring of 2019 ensuring tree guards are secured for all types of weather events.	Chris Cooke followed up with the neighbour notifying of the cleanup of the tree guards and apologising for the incident.
Jul-19				No complaints lodged	
Jun-19				No complaints lodged	
May-19				No complaints lodged	
Apr-19				No complaints lodged	
Mar-19				No complaints lodged	
Feb-19				No complaints lodged	
Jan-19				No complaints lodged	
2018					
Dec-18				No complaints lodged	
Nov-18				No complaints lodged	
Oct-18				No complaints lodged	
Sep-18				No complaints lodged	
Aug-18				No complaints lodged	
Jul-18				No complaints lodged	
Jun-18				No complaints lodged	
May-18				No complaints lodged	
Apr-18				No complaints lodged	
Mar-18				No complaints lodged	
Feb-18				No complaints lodged	
Jan-18				No complaints lodged	
2017					
Dec-17				No complaints lodged	
Nov-17				No complaints lodged	
Oct-17				No complaints lodged	
Sep-17				No complaints lodged	
Aug-17				No complaints lodged	
Jul-17				No complaints lodged	
Jun-17				No complaints lodged	
May-17				No complaints lodged	
Apr-17				No complaints lodged	
Mar-17				No complaints lodged	
Feb-17				No complaints lodged	
Jan-17				No complaints lodged	
2016					
Dec-16				No complaints lodged	
Nov-16				No complaints lodged	

Oct-16	14.10.2016 10:00am	Phone	Trucks heading up dirt road alongside neighbours house - 2 x B Double trucks were heading up the road directly next to my house it sounded like a freight train, can you please tell the drivers not to use this road due to people using the road t walk on & it is a school bus route.	An investigation was completed, the findings are as follows the B Doubles mentioned were NOT part of the quarry operations they were Camson's contractors subcontracting for another party, this event could not have been prevented by the quarry, however all party's related to the quarry must have authorisation to use the dirt roads around the immediate surrounding property's.	N/A
Sep-16	No complaints lodged				
Aug-16	No complaints lodged				
Jul-16	No complaints lodged				
Jun-16	No complaints lodged				
May-16	02.05.2016 5:00pm	In person	Possible Structural damage to S Gordon dwellings (Cadira)(R8) - Cracks are forming on the walls & ceiling of the dwellings of S Gordon this could possibly be from the blasting being conducted at the quarry.	As per PA_06_0193, Schedule 3 Condition 17, a structural inspection was conducted, it was found that the blasting was not a fault, however a blast monitor will be placed in the house yard to determine vibration levels for the next 5 blasts, Please note: There have been no exceedances to date.	N/A
Apr-16	No complaints lodged				
Mar-16	No complaints lodged				
Feb-16	No complaints lodged				
Jan-16	No complaints lodged				
2015					
Dec-15	No complaints lodged				
Nov-15	No complaints lodged				
Oct-15	No complaints lodged				
Sep-15	08.09.2015 12:00pm	Mobile Phone	Extreme noise from Stripping Campaign - The big machinery conducting the stripping campaign at the quarry are spooking the cattle on "Pantanga" causing them to jump fences, when the Excavator is loading the trucks rock is making a loud noise, please note wind direction is a key factor in this, when this event happened the wind was going in the direction of "Patanga". No complaints from residences bordering the quarry.	Moving forward Hanson unfortunately cannot stop the stripping campaign, however the following measures have been implemented. · The excavator operator is to place the first 4 buckets into the trucks to avoid the sudden loud noise, · Thursday 10.09.15 the quarterly noise monitoring campaign will be conducted Pere will be instructing the audio technician to conduct an additional reading from "Patanga".	N/A
Aug-15	No complaints lodged				
Jul-15	No complaints lodged				
Jun-15	No complaints lodged				
May-15	No complaints lodged				
Apr-15	No complaints lodged				
Mar-15	No complaints lodged				
Feb-15	No complaints lodged				
Jan-15	No complaints lodged				
2014					
Dec-14	No complaints lodged				
Nov-14	No complaints lodged				
Oct-14	No complaints lodged				

Sep-14			No complaints lodged		
Aug-14			No complaints lodged		
Jul-14			No complaints lodged		
Jun-14			No complaints lodged		
May-14			No complaints lodged		
Apr-14			No complaints lodged		
Mar-14			No complaints lodged		
Feb-14			No complaints lodged		
Jan-14			No complaints lodged		
2013					
Dec-13			No complaints lodged		
	21.11.2013 5:00pm	Telephone	<p>Turning lane to be constructed on the cnr of Guyong Road & the Mitchell Hwy, concerned about increased truck movements.</p> <p>RMS have been asked to construct a right hand turning lane from Orange direction into Guyong road, a Local member is concerned about the amount of car accidents at the intersection & in conjunction with the estimated traffic movements in & out of the approved quarry whether this will add to it.</p>	<p>As the mentioned concern is not part of Hanson's approved infrastructure & that it is within the RMS's jurisdiction Hanson is not in a position to comment.</p>	N/A
Nov-13	21.11.2013 5:00pm	Telephone	<p>A local member felt a sizable vibration pass through her house. - A local member has stated that she felt a sizable vibration pass through her house late September to early October a time or date could not be recalled, the local member also stated it felt like a truck had hit the house, it was also stated by the local member that it was a blast from the approved quarry & that no notification was given of a blast being conducted.</p>	<p>A Hanson representative has conversed with the local member & produced documentation which confirms that no Blast was conducted at the mentioned time frame, the produced documentation states the most recent blast was conducted on the 29th of July 2013, in regards to all blast notifications to all surrounding residents within the approved 2km zone, notifications are sent 3 working days prior to a blast, as the local member mentioned falls outside the approved 2km zone no notification would have been received, however a Hanson representative has informed the local member of alternative avenues for sourcing the required information, i.e. Hanson website www.hanson.com.au where the blasting schedule is located, as well as the site number & contact details of the Hanson site representatives.</p>	N/A

Oct-13	31.10.2013 3:00pm	Email	The location & placement of the HV power line within the confines of the VOA restricted area & any future HV works to avoid the identified NOA restricted area	Hanson representatives along with Sustainable Energy Design and Essential energy are working together to implement a solution, it is as follows, <ul style="list-style-type: none"> • The HV line which was to pass through the NOA exclusion zone will now be relocated to pass along the ridge south of the exclusion zone, therefore detouring around the exclusion zone. • All changes will need to be approved by Hanson and Essential energy before any onsite HV works are to recommence. • Following the approval & the recommencement of all onsite HV works, Hanson will continue to comply with the approved Asbestos Management Plan, to eliminate risk to our neighbours, contractors & work colleagues. 	N/A
Sep-13	No complaints lodged				
Aug-13	No complaints lodged				
Jul-13	No complaints lodged				
Jun-13	No complaints lodged				
May-13	No complaints lodged				
Apr-13	22.04.2013 09:10am	Mobile Phone	Complaint was made via phone in relation to blasting held on 26.03.13. 1. Not notified about blast, blast day & time. 2. Proposed disturbance of stock.	1. All avenues of contact were exhausted, the blast notification was placed at the "Patanga" gate, two phone calls were made to the land line number available, and a message to contact the compliance officer was left, with no response noted. 2. Confirmation of change of address for future blasts, notification letter currently being sent to "Patanga", will change to the "Kintyre", address. 3. Persons in question were informed that all of the relevant blast information can be found on the Hanson website; they were also assured that no visual disturbance of site stock was observed by site sentry's during the blast with no issues to comment or report on.	N/A
	15.04.2013 10:30am	Mobile Phone	An anonymous call was made to the DTIRIS mines inspector (Michael Skeen), onsite procedures were not being followed for load & haul. Personnel were seen to be in the immediate area of mobile machinery. DTIRIS mines inspector (Michael Skeen) requested all relevant documentation be sent to him. All site personnel were informed via a Site Safety Meeting.	A documented & signed by all Site safety meeting was conducted where Safe work methods for both Hanson & the site Primary contractor were discussed, documented & signed; a contractor audit was also conducted by the site compliance officer which has also been documented & sent to the DTIRIS mines Inspector Michael Skeen the following day.	N/A
Mar-13	No complaints lodged				
Feb-13	No complaints lodged				
Jan-13	No complaints lodged				

The format of this complaints register was updated in September 2019 to better capture data relating to complaints. Any gaps in this register prior to January 2019 are