

Calga Quarry Complaint Register

To lodge a complaint, contact the business complaints
line on 1800 993 478

Month/	Incident Time & Date	Complain	Mode of Complaint	Nature of Complaint	Complaint	Weather Conditions	Action Taken
2022							
Jan-22					No complaints lodged		
Feb-22					No complaints lodged		
Mar-22					No complaints lodged		
Apr-22					No complaints lodged		
May-22					No complaints lodged		
Jun-22					No complaints lodged		
Jul-22					No complaints lodged		
Aug-22					No complaints lodged		
Sep-22					No complaints lodged		
Oct-22					No complaints lodged		
Nov-22					No complaints lodged		
Dec-22					No complaints lodged		
2021							
Jan-21					No complaints lodged		
Feb-21					No complaints lodged		
Mar-21					No complaints lodged		
Apr-21					No complaints lodged		
May-21					No complaints lodged		
Jun-21					No complaints lodged		
Jul-21					No complaints lodged		
Apr-19	4 August 8:47am	T. Barnard	Via CCC Chairperson / E-mail	Transport Complaint (driver behaviour)	Transport Complaint - trucks driving dangerously at south-western end Peats Ridge Road. Trucks not slowing down when cars are merging into their lane, or when cars are turning. Previously called to help pull cars out that have not slowed down and ran out of merging lane.	N/A	Response provided to complainant by CCC Chairperson. Noted Hanson can toolbox drivers based on general comments. Encouraged that community members reports more specifically to pinpoint poor driver behaviour. Reports should be limited to genuine issues concerning driving and driver behaviour. Hanson will not take action against a driver simply for driving along the road in question if the dashcam footage and telematics do not support the details of the complaint. Further transport complaints will be management by Hanson
Sep-21					No complaints lodged		
Oct-21					No complaints lodged		
Nov-21					No complaints lodged		
Dec-21					No complaints lodged		
2020							
Jan-20					No complaints lodged		
Feb-20					No complaints lodged		
Mar-20					No complaints lodged		
Apr-20					No complaints lodged		
May-20					No complaints lodged		
Jun-20					No complaints lodged		
Jul-20					No complaints lodged		
Aug-20					No complaints lodged		
Sep-20					No complaints lodged		
Oct-20					No complaints lodged		
Nov-20	Nov-20	A. Hellyer	Hanson - Online complaint form.	Transport Complaint (truck and road noise)	Transport complaint - noise from trucks passing residence via Pacific Hwy at Calga village.	N/A	Response provided to A. Hellyer via email from S. Whittaker. Confirmed Hanson does have some trucks legally accessing the road. Limitation on reducing road noise due to location of residence. Noted that the issue will be toolboxed to ensure drivers are driving responsibly, controlling speed, and doing everything they can to reduce impact on A. Hellyer and the community. Please note that this is not a quarry specific complaint and has been and will be continuing to be handled by Transport. Therefore, further complaints received regarding this matter will not be included on this register.
Dec-20					No complaints lodged		
2019							
Jan-19					No complaints lodged		
Feb-19					No complaints lodged		

Mar-19					No complaints lodged		
Apr-19	7:50am 21/04/19	T.Barnard	Text Message - directly to Quarry Manager	Noise Complaint	Noise Complaint - noise from motorcycles riding on quarry southern extension land, close proximity to the Australia Walkabout Wildlife Park.	Fine & Sunny, Wind Direction ENE	Immediate response back to complainant by text, quarry manager proceeded to site (arrival 9:46am) to inspect area of concern. No evidence of motorcycle activity during the inspection although a motorcycle could be heard on the eastern side of Peats Ridge road directly opposite the southern extension land. Text message sent from quarry manager (10:04am) with response of no motorcycles were identified during the site inspection & that a more detailed perimeter check would be performed immediately after the easter long weekend holiday period. At 8:54am on Tuesday 23/04/19 the quarry leading hand inspected the southern extension power easement & national park access locations for any trespass activity. No motorcycle activity had been identified in this particular location. Hanson to continue routine maintenance inspections to southern boundary easement location & investigate / install suitable signage for this location.
May-19					No complaints lodged		
Jun-19					No complaints lodged		
Jul-19					No complaints lodged		
Aug-19					No complaints lodged		
Sep-19					No complaints lodged		
Oct-19					No complaints lodged		
Nov-19	10:45am 21/11/2019	T.Thomson	Email - directly to Quarry Manager	Safety / Environmental	Sand blowing from the back of a company tipper due to tarp not being completely extended over body. Vehicle identification was not noted at the time of incident.	Fine & Sunny, Wind Direction NE	Site toolbox discussion with employees regarding vehicle tarping compliance. Weighbridge and sales loader operators to monitor vehicles leaving site for compliance.
Dec-19					No complaints lodged		
2018							
Jan-18					No complaints lodged		
Feb-18					No complaints lodged		
Mar-18	12.03.2018 - 8:29		Email	Noise Complaint - Transport movements on Peats Ridge Rd, not directly from Calga Quarry	Local resident complaint – Tow truck contractor was in the process of transporting a broken down Hanson tipper. The tow truck driver had parked outside a residence during the early hours of the morning with the engine & safety beacon active. The tow truck operator had parked in this location after considering the safety of other motorway users.		Hanson transport informed of incident. Transport manager has contacted the tow truck contractor & instructed them to avoid parking outside private homes when safe to do so. Controls have been implemented to minimise any future disruptions. Local resident notified of findings.
Apr-18					No complaints lodged		
May-18					No complaints lodged		
Jun-18					No complaints lodged		
Jul-18					No complaints lodged		
Aug-18					No complaints lodged		
Sep-18					No complaints lodged		
Oct-18					No complaints lodged		
Nov-18					No complaints lodged		
Dec-18					No complaints lodged		
2017							
Jan-17					No complaints lodged		
Feb-17					No complaints lodged		
Mar-17					No complaints lodged		
Apr-17					No complaints lodged		
May-17					No complaints lodged		
Jun-17					No complaints lodged		
Jul-17					No complaints lodged		
Aug-17					No complaints lodged		
Sep-17					No complaints lodged		
Oct-17					No complaints lodged		

Nov-17	24.11.2017 - 9:00		Text Message	Noise	Text message reads: Aside from the usual loud and disruptive noise that regularly emanates from the quarry, lately we are hearing new noises that sound like a giant magnified jackhammer. I assume this is the noise of your equipment trying to access hard rock.		Drove over to listen and identify the alleged offending noise. The quarry was inaudible over the M1 and Peats Ridge Rd traffic. The noise appears to be coming from somewhere else other than the quarry. Tried calling the complainant, but received no return call. Sent SMS asking if they could return my call to discuss. No response to my request.
Dec-17					No complaints lodged		
2016							
Jan-16	21.01.2016 - 8:14		Text Message	Noise	Please confirm receipt of this complaint by SMS or email. The quarry has been particularly noisy recently. Today is one of those days. I can clearly hear both the noise of the vehicles and scraping of sandstone.	Weather conditions Dry Wind direction – Nil Wind speed – 0.0	Drove over to Darkinjung Rd to listen for the offending noise. I could hear the faint quarry noise, but Peats Ridge rd and the M1 were the dominant noise source.
	23.01.2016 - 7:24		Text Message	Noise	Please confirm receipt of this complaint by SMS or email. The quarry is particularly noisy today again.	Weather conditions Dry Wind direction – WNW Wind speed – 0.8	I did not receive the text message till after 12:00pm when the quarry was closed. Spoke to the quarry staff on the day and no different process to any other day.
Feb-16	13.02.2016 - 8:38		Text Message	Noise	Quarry noisy today.	Weather conditions Dry Wind direction – WNW Wind speed – 0.8	I did not receive the text message till after 12:00pm when the quarry was closed. Spoke to the quarry staff on the day and no different process to any other day.
Mar-16					No complaints lodged		
Apr-16	22.04.2016 - 7:38		Text Message	Noise	From Walkabout Wildlife Park "Please send me the official complaint contact details for Hanson as the noise emanating from the quarry has been horrendous over the past few weeks, including today".	Weather conditions Dry Wind direction – Nil Wind speed – 0.0m/s	When the quarry manager received the message he drove over to Darkinjung Rd to listen for any quarry related noise. The quarry noise could not be heard, but Peats Ridge Rd and the M1 were the dominant noise source. Walkabout Wildlife Park were attempted to be contacted via telephone, but she was not available.
May-16					No complaints lodged		
Jun-16					No complaints lodged		
Jul-16					No complaints lodged		
Aug-16					No complaints lodged		
Sep-16					No complaints lodged		
Oct-16					No complaints lodged		
Nov-16					No complaints lodged		
Dec-16					No complaints lodged		