

2020 Complaints Register

YTD	#	Complaint Date/Time	Issue	Method	Nature of Complaint	Investigation	Action Taken / Follow-up
1	618	12/03/2020	Vibration	Phone to EO	Complainant left a voice mail message on the EO Phone advised they felt the blast at their residence and woke from sleep. Requested results via email.	EO explained that all monitors indicated the blast was within compliance limits.	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
2	619	12/03/2019	Vibration	Complaint Hotline	Complainant left a voice mail message on the complaint hotline. Advised they felt the blast at their residence in Kurrara St Werris Creek.	EO explained that all monitors indicated the blast was within compliance limits.	No further follow-up actions
3	620	17/5/20	Lighting	Phone to EO	Complainant left a Voicemail on the EO phone advising that a light was shining on their property and a bedroom window	EO called back and spoke with the complainant. Light source was identified and relocated to an alternative location prior to the next night shift.	EO followed up with complainant following relocation of lighting plant to confirm that issue has been resolved and again a few days later to confirm no further lighting issues were apparent
4	621	07/07/20	Vibration	Phone to EO	Complainant advised they felt the blast at their residence and it frightened the family dog. Requested results via email.	EO confirmed blast was within compliance limits.	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
5	622	07/07/20	Vibration	Email to WHC	Complainant emailed to advise they were concerned by the noise and vibration from the blast	EO confirmed blast was within compliance limits.	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
6	623	1/12/2020	Vibration	Phone to EO	Complainant advised they were concerned by the vibration from the blast	EO confirmed blast was within compliance limits.	No further follow-up actions