



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