

Community Complaints Summary



Date and time	From	Issue	Lodgement type	Investigation and response to caller
05/09/2016 22:12	Muswellbrook	Lighting	Community Response Line	Investigation revealed no issue with lighting. Additionally the phone number provided did not match the callers name - therefore we believe this was not a genuine complaint
09/09/2016 12:11	Skellatar Stock Route	Blast Fume	Community Response Line	Investigation revealed weather conditions were suitable for blasting at the time. Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria. Caller was advised of investigation and monitoring results.
15/09/2016 11:08	Denman Road	Blast Vibration	Community Response Line	Investigation revealed weather conditions were suitable for blasting at the time. Results indicated overpressure noise and ground vibration levels were within regulatory criteria. Caller did not request to be called back regarding investigation and monitoring results.
28/09/2016 17:35	Denman Road	Blast Fume	Community Response Line	Investigation revealed weather conditions were suitable for blasting at the time. Results indicated fume, overpressure noise and ground vibration levels were within regulatory criteria. Caller was advised of investigation and monitoring results.