

Community Complaints Summary



Date and time	From	Issue	Lodgement type	Investigation and response to caller
02/08/2016 12:17	Roxburgh Road	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.
10/08/2016 14:03	Muswellbrook	General Dust	Community Response Line	Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria. Caller did not request to be called back regarding investigation and monitoring results.
10/08/2016 14:15	Racecourse Road	Blast Vibration	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.
12/08/2016 18:10	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were turned off or redirected. Caller did not request to be called back regarding investigation results.
18/08/2016 16:15	Muswellbrook	General Dust	Community Response Line	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.
28/08/2016 21:00	Muswellbrook	Lighting	Community Response Line	Investigation revealed no issue with lighting.
28/08/2016 21:00	Muswellbrook	Lighting	Community Response Line	Investigation revealed no issue with lighting.