

# HUNTER VALLEY OPERATIONS

Complaint Number	Date	Time	Complainant ID	Nature of Complaint	Mode of Complaint	Brief Description and Response
1	5 January	1.24pm	1	Blast	Community Hotline	<ul style="list-style-type: none"> <li>• A complainant from Jerrys Plains called the Community Hotline at 1.24pm to mention that a blast fired at approximately 1:06pm was noisy and sounded like lightning had struck her house and that the windows rattled.</li> <li>• The blasting database was checked which confirmed that the blast was below the compliance criteria.</li> <li>• The Environment and Community Officer contacted the complainant who confirmed that a blast had been fired from HVO and informed the complainant of the investigation results.</li> </ul>
2	11 February	1.05pm	2	Blast	SMS to Environment and Community Officer	<ul style="list-style-type: none"> <li>• A complainant from Maison Dieu sent an SMS to the Environment and Community Officer at 1.05pm asking to record a complaint due to noise and movement from a blast fired at 1pm from HVO.</li> <li>• The Environment and Community Officer confirmed HVO blast firing times aligned with the complaint and called the complainant.</li> <li>• The blasting database was checked which found the blast to be compliant for both overpressure and vibration.</li> </ul>

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3	19 March	7.35pm	3	Driving	Community Hotline	<ul style="list-style-type: none"> <li>A member of the public made a complaint about reckless driving from a vehicle observed to be entering Golden Highway from an HVO access road.</li> <li>Complaint was communicated internally, however vehicle was unable to be identified.</li> <li>A slide was included in the presentation pack at the quarterly HVO Safety Training Day about the importance of safe driving practices when driving to and from HVO.</li> </ul>
4	19 September	1.02pm	4	Dust	Community Hotline	<ul style="list-style-type: none"> <li>A complainant from Long Point made a complaint about dust following two blasts at 12.52 and 12.53 pm from HVO.</li> <li>The Environment and Community Officer contacted the complainant to confirm that the dust was from a blast fired at HVO and that the complaint would be recorded. The Environment and Community Officer offered a face-to-face meeting to discuss the complaint in person.</li> </ul>
5	12 November	10.14am	4	Dust	Community Hotline	<ul style="list-style-type: none"> <li>A complainant from Long Point made a complaint about dust following a blast at 10.01am from HVO.</li> <li>The Environment and Community Officer spoke with the complainant at 10.41am on Monday 14 November about the dust from the blast fired and a meeting was subsequently arranged to discuss the complaint.</li> </ul>
6	12 November	10.35am	5	Dust and Odour	Community Hotline	<ul style="list-style-type: none"> <li>A complainant from Warkworth made a complaint about dust and odour following a blast at 10.01am from HVO.</li> <li>The blast was fired in accordance with HVO blasting permissions criteria.</li> </ul>

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						<ul style="list-style-type: none"> <li>A meeting was held with the Complainant on the 17 November to further discuss the complaint.</li> </ul>
7	24 November	3.13pm	4	Dust	Community Hotline	<ul style="list-style-type: none"> <li>A complainant from Long Point made a complaint about dust following a blast at 3.03pm from HVO.</li> <li>The blast was fired in accordance with HVO blasting permissions criteria. Further engagement is planned with the complainant.</li> </ul>