



Complaint Number	Date	Time	Complainant ID	Nature of Complaint	Mode of Complaint	Brief Description and Response
No community complaints were received in January.						
1	1 February	12:06am	1	Lighting	Community Hotline	<ul style="list-style-type: none">• A complainant of Long Point called the Community Complaints Hotline at 12.06am regarding a lighting complaint, commenting that "light from HVO was shining directly into their house keeping their family awake".• The OCE contacted the complainant at 12:27am and shutdown the lighting plant identified to be causing the disturbance. This was verified by the complainant.• An internal investigation conducted following the complaint found that the light from the lighting plant was likely to be visible from the complainant's location. Process changes have been made as a result of the complaint to close the identified gap in operational practices.
No community complaints were received in March.						
2	11 April	7:11am	2	Traffic	Community Hotline	<ul style="list-style-type: none">• A member of the public was driving east along Golden Highway near the entrance to HVO South, when a train of four cars pulled out in front of them.• The complainant reported that the last car to pull out failed to give way to them which forced them to take evasive action to prevent a collision.



Complaint Number	Date	Time	Complainant ID	Nature of Complaint	Mode of Complaint	Brief Description and Response
						<ul style="list-style-type: none">An internal investigation conducted following the complaint identified the driver of the vehicle. The employees supervisor notified them of the complaint and the importance of safe driving practices when travelling to and from site. A sitewide communications went out to HVO employees stating the importance of safe driving practices.
3	29 April	1:40pm	1	Dust	Community Hotline	<ul style="list-style-type: none">A complainant from Long Point made a complaint about dust following a blast fired at 1.30 pm from HVO.The OCE contacted the complainant who asked what was going on to create the dust he saw, the OCE advised that a blast had just taken place.The blast was fired in accordance with HVO blasting permissions. The wind direction and wind speed at the time of the blast was 2.7m/s and 268 degrees respectively.