



Complaint Number	Date	Time	Complainant ID	Nature of Complaint	Mode of Complaint	Brief Description and Response
No community complaints were received during January						
No community complaints were received during February						
1	12 March	8:59pm	1	Noise	Community Hotline	<ul style="list-style-type: none"><li>• A resident of Jerrys Plains called the Community Complaints Hotline at 8:59pm regarding noise, commenting that “noise is pretty loud tonight” as well as equipment horns could be heard.</li><li>• The OCE on duty in South Pit contacted the resident at 9:02pm and subsequently notified the OCE on duty in West Pit. Following communication between West Pit OCE and relevant equipment operators, horn blasting and dumping practices – thought to be the causes of the disturbance – were altered and/or stopped.</li><li>• An internal investigation conducted following the complaint found that no noise alarms had triggered within one hour of the complaint. Horn noise was audible from noise recordings at the Jerrys Plains noise monitor.</li></ul>
2	2 April	1:31pm	2	Blast	Community Hotline	<ul style="list-style-type: none"><li>• A resident of Jerrys Plains called the United Wambo Joint Venture (UWJV) Community Complaints Hotline at 1:31pm regarding noise and vibration from a blast. This was relayed to HVO given they did not have a blast at that time.</li><li>• A member of the HVO Environment and Community team contacted the resident to advise a blast had been fired in the Mitchell Pit at 1:29pm.</li><li>• The closest monitor to the resident recorded overpressure of 105.5 dBL against a criteria of 120 dBL and ground vibration of 0.11mm/s against a criteria of 10mm/s.</li></ul>



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3	4 April	12:30pm	3	Traffic	Community Hotline	<ul style="list-style-type: none"><li>• A resident of Jerrys Plains called the Community Complaints Hotline at 12:30pm regarding traffic incidents at HVO North entry off Lemington Road.</li><li>• The resident reported that a vehicle exiting HVO North on the afternoon of 3 April failed to stop at the stop sign and almost collided with his wifes vehicle. They have witnessed other vehicles failing to stop at the same location within the past two months.</li><li>• An internal investigation following the complaint resulted in a site-wide presentation about the importance of road safety whilst travelling to and from HVO delivered at daily HCOMs. Vegetation maintenance will be performed to increase visibility at the intersection.</li></ul>