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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	25 March	3:40pm	1	Blast	Community Hotline	<ul style="list-style-type: none"> <li>A resident of Jerrys Plains called the Community Complaints Hotline at 3:40pm regarding observed blast fume and concerns for health impacts</li> <li>A member of the HVO environment and community team communicated with the resident via telephone confirming that a blast had been fired in the HVO Cheshunt Pit at 3:31pm. The team member provided feedback and information regarding the blast including mitigation measures and confirmation that the visible plume did not leave site boundaries</li> <li>A subsequent phone call was received from NSW EPA at 9.17am 26 March 2025 regarding a complaint they received from a community member regarding the same blast. The EPA requested further information which HVO provided</li> </ul>
No community complaints were received during April						
2	6 May	8:20pm	2	Noise	Community Hotline	<ul style="list-style-type: none"> <li>A resident of Jerrys Plains called the Community Complaints Hotline at 8:20pm regarding noise</li> <li>Noise results as well as meteorological data were checked prior to calling the resident</li> <li>HVO West Pit OCE communicated with the resident via telephone whereby the resident provided further feedback, including that the noise had since subsided</li> <li>Noise monitoring results from the closest monitoring unit (Jerrys Plains ENC) prior to and at the time of the complaint were below the compliance limits</li> </ul>
No community complaints were received during June						
No community complaints were received during July						

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3	21 August	1:58pm	1	Blast	Community Hotline	<ul style="list-style-type: none"> <li>A resident of Jerrys Plains called the Community Complaints Hotline at 1:58pm regarding blast noise and vibration</li> <li>A member of the HVO environment and community team communicated with the resident via telephone confirming that a blast had been fired in the HVO Mitchell Pit at 1:22pm. The team member provided feedback and information regarding the blast including results from the Moses Crossing blast monitor (closest to the resident's house) which were below the relevant compliance limits for blast overpressure and vibration</li> <li>A subsequent email was received from NSW EPA at 3:40pm on 21 August 2025 regarding a complaint they received from a community member regarding the same blast. HVO provided requested information on 29 August 2025.</li> </ul>
4	15 September	6:20pm	2	Blast	Community Hotline	<ul style="list-style-type: none"> <li>A resident of Jerrys Plains called the Community Complaints Hotline at 6:20pm regarding blast noise and vibration experienced at 5:12pm</li> <li>HVO West Pit OCE contacted the resident at 6:51pm and discussed the nature of the complaint, confirming HVO had blasted in Mitchell Pit at that time. A member of the environment and community team contacted the resident the following day and discussed the results, noting they were within compliance limits</li> <li>Monitoring data from the Jerrys Plains Village blast monitor (closest to the resident's house) was emailed to the resident</li> </ul>
5	19 September	10:20am	Anonymous	Air Quality	via EPA Environment Line	<ul style="list-style-type: none"> <li>The NSW EPA received an Environment Line report relating to the alleged emission of dust from HVO around 10:20am. The report alleged that a passerby observed dust blowing from haulage trucks as they drove past on Lemington Road</li> </ul>



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						<ul style="list-style-type: none"> <li>HVO investigated the event and supplied a report to the EPA, noting compliance with air quality criterion at the time of the event</li> </ul>
<b>No community complaints were received during October</b>						
6	15 November	10:22am	3	Air Quality	Community Hotline	<ul style="list-style-type: none"> <li>A resident of Putty Road, Mt Thorley contacted the HVO community complaints hotline regarding poor air quality on 14 and 15 November</li> <li>HVO South Mining Supervisors completed inspections and review of camera footage following the complaint and as the resident requested. Mining Supervisors confirmed that operations were temporarily ceased or altered in accordance with the TARP as conditions required</li> <li>It is noted that regional air quality was visually poor on 14 November, particularly during the afternoon and evening with a white haze present that possibly included smoke</li> <li>Calculated HVO 24hr PM<sub>10</sub> contribution was below compliance criterion</li> </ul>
<b>No community complaints were received during December</b>						