

# Environmental Complaints Register



Information received about an Environmental Complaint shall be added to the register. These details shall then be added to the Register - Non-Conformance & Improvement and actioned via the Non-Conformance & Continuous Improvement Procedure.

To be kept for at least 4 years – date & time	Method of Complaint (Phone, face to face)	Details of Complainant	Nature of Complaint	Action Taken	Reason for no Action (if applicable)	NCAR No:
2020						
01/01/2020 31/01/2020				Nil - No complaints received		
01/02/2020 29/02/2020				Nil - No complaints received		
01/03/2020 31/03/2020				Nil - No complaints received		
01/04/2020 30/04/2020				Nil - No complaints received		
01/05/2020 31/05/2020				Nil - No complaints received		
25/06/2020	Phone call to LCC Customer Service	Neighbour to Quarry site	Asphalt night works disturbing them (noise)	Notified Asphalt leasee of complaint. Night work allowed through DA.		185
01/07/2020 31/07/2020				Nil - No complaints received		
01/08/2020 31/08/2020				Nil - No complaints received		
01/09/2020 30/09/2020				Nil - No complaints received		
01/10/2020 31/10/2020				Nil - No complaints received		
01/11/2020 30/11/2020				Nil - No complaints received		
01/12/2020 31/12/2020				Nil - No complaints received		

# Environmental Complaints Register



Information received about an Environmental Complaint shall be added to the register.  
 These details shall then be added to the Register - Non-Conformance & Improvement and actioned via the Non-Conformance & Continuous Improvement Procedure.

To be kept for at least 4 years – date & time	Method of Complaint (phone, face to face)	Details of Complainant	Nature of Complaint	Action Taken	Reason for no Action (if applicable)	NCAR No:
2021						
01/01/2021 31/01/2021				Nil - No complaints received		
01/02/2021 28/02/2021				Nil - No complaints received		
01/03/2021 31/03/2021				Nil - No complaints received		
01/04/2021 30/04/2021				Nil - No complaints received		
01/05/2021 31/05/2021				Nil - No complaints received		
01/06/2021 30/06/2021				Nil - No complaints received		
01/07/2021 31/07/2021				Nil - No complaints received		
01/08/2021 31/08/2021				Nil - No complaints received		
01/09/2021 30/09/2021				Nil - No complaints received		
01/10/2021 31/10/2021				Nil - No complaints received		
01/11/2021 30/11/2021				Nil - No complaints received		
13/12/2021	Phone call and email to Quarry and LCC Customer Service	Local resident 2km from Quarry	Noise and vibration from blast	Internal investigation		223

# Environmental Complaints Register



Information received about an Environmental Complaint shall be added to the register.  
These details shall then be added to the Register - Non-Conformance & Improvement and actioned via the Non-Conformance & Continuous Improvement Procedure.

To be kept for at least 4 years – date & time	Method of Complaint (phone, face to face)	Details of Complainant	Nature of Complaint	Action Taken	Reason for no Action (if applicable)	NCAR No:
2022						
01/01/2022 31/01/2022				Nil - No complaints received		
01/02/2022 28/02/2022				Nil - No complaints received		
18/03/2022	Email to Compliance & lodged via LCC CRM system	Local resident 2km from Quarry	Excessive shaking of property from blast	Internal investigation		230
01/04/2022 30/04/2022				Nil - No complaints received		
01/05/2022 31/05/2022	Refer comments in September			Nil - No complaints received		
01/06/2022 30/06/2022				Nil - No complaints received		
01/07/2022 31/07/2022				Nil - No complaints received		
01/08/2022 31/08/2022				Nil - No complaints received		
01/09/2022 30/09/2022	Original phone call (31/5/22) to LCC Contact Centre. Emails to LCC then lodged via LCC CRM system	Local resident 2km from Quarry	Noise and vibration from blast on 31 May 2022	Internal investigation	Original phone call (31/5/2022) to LCC Contact Centre not recognised as a complaint	234
01/10/2022 31/10/2022				Nil - No complaints received		
08/11/2022	Phone call lodged	Local resident 2km from	No notification of blast	Internal investigation	Investigation complete –	

# Environmental Complaints Register



Information received about an Environmental Complaint shall be added to the register.  
 These details shall then be added to the Register - Non-Conformance & Improvement and actioned via the Non-Conformance & Continuous Improvement Procedure.

	via LCC CRM system	Quarry			no blasting undertaken	
01/12/2022 31/12/2022				Nil - No complaints received		

To be kept for at least 4 years – date & time	Method of complaint (phone, face to face)	Details of Complainant	Nature of Complaint	Action Taken	Reason for no Action (if applicable)	NCAR No:
2023						
01/01/2023 31/01/2023				Nil - No complaints received		
01/02/2023 28/02/2023				Nil - No complaints received		
16/03/2023	Phone call lodged via LCC CRM system	Local resident 2km from Quarry	Less than 24hrs notice of upcoming blast	Internal investigation		238
01/04/2023 30/04/2023				Nil - No complaints received		
01/05/2023 31/05/2023				Nil - No complaints received		
01/06/2023 01/06/2023				Nil - No complaints received		
01/07/2023 31/07/2023				Nil – No complaints received		
01/08/2023 31/08/2023				Nil- No complaints received		

# Environmental Complaints Register



Information received about an Environmental Complaint shall be added to the register.  
These details shall then be added to the Register - Non-Conformance & Improvement and actioned via the Non-Conformance & Continuous Improvement Procedure.

01/09/2023 30/09/2023				Nil- No complaints received		
1/10/2023 31/10/2023				Nil- No complaints received		
01/11/2023 30/11/2023				Nil- No complaints received		
01/12/2023 31/12/2023				Nil – No complaints received		

# Environmental Complaints Register



Information received about an Environmental Complaint shall be added to the register. These details shall then be added to the Register - Non-Conformance & Improvement and actioned via the Non-Conformance & Continuous Improvement Procedure.

To be kept for at least 4 years – date & time	Method of complaint (Phone, face to face)	Details of Complainant	Nature of Complaint	Action Taken	Reason for no Action (If applicable)	NCAR No:
<b>2024</b>						
01/01/2024 31/01/2024				Nil – No complaints received		
01/02/2024 29/02/2024				Nil – No complaints received		
01/03/2024 31/03/2024				Nil – No complaints received		
01/04/2024 30/04/2024				Nil – No complaints received		
01/05/2024 31/05/2024				Nil – No complaints received		
01/06/2024 30/06/2024	Phone called received at Quarry 17/06/2024 Quarry lodged notification into LCC CRM system	Resident from Keerrong Rd Blakebrook	Resident advised hearing the blast and windows rattled.	LCC notified resident of outcome of blast report. No exceedance of parameters at that location were triggered.		267
01/07/2024 31/07/2024				Nil – No complaints received		
01/08/2024 31/08/2024				Nil – No complaints received		
01/09/2024 31/09/2024						
01/10/2024 31/10/2024						
01/11/2024 30/11/2024						
01/12/2024 31/12/2024						

# Environmental Complaints Register



Information received about an Environmental Complaint shall be added to the register.  
These details shall then be added to the Register - Non-Conformance & Improvement and actioned via the Non-Conformance & Continuous Improvement Procedure.