



Karuah East Quarry – Community Complaints Register 2023

Month	Number of Complaints	Date and Time	Nature of Complaint
January 2023	Nil	-	-
February 2023	1	07/02/2023 4:25pm	A complaint was received regarding blasting activities on the 06 February 2023 from DPE on behalf of a resident located at Lime Burners Creek. Karuah East Quarry assisted DPE with their investigation of the complaint as required. DPE confirmed on 01 May 2023 that no further action is required for this matter.
March 2023	Nil	-	-
April 2023	Nil	-	-
May 2023	1	04/05/2023	A complaint was received regarding a traffic incident at a roundabout on Glenwood Drive, Thornton. All Karuah East Quarry truck drivers were subject to toolbox talks regarding safe, professional and courteous driving expectations.
June 2023	1	09/06/2023 12.51pm	A complaint was received regarding blasting activities on the 09 June 2023 from a resident on Halloran Road. Karuah East Quarry confirmed a blast event had occurred at the time of the complaint and the photographs provided were of the dust plume (i.e. not operational dust).
July 2023	Nil	-	-
August 2023	1	14/08/2023 3.36 pm	A complaint was received regarding blasting activities on the 14 August 2023 from a resident on Halloran Road. Karuah East Quarry confirmed by letter on 23 August 2023 that the resultant air blast overpressure & and ground vibration were within development consent compliance limits.
September 2023	Nil	-	-
October 2023	Nil	-	-
November 2023	1	10/11/2023 1:59 pm	A complaint was received regarding a traffic incident northbound on the Pacific Highway between Tarean Road, Karuah and Myall Way, Tea Gardens; resulting in stonechip damages to the complainants paintwork and windscreen. Karuah East Quarry reimbursed the complainant repair costs; and all Karuah East Quarry truck drivers were subject to toolbox talks to ensure body tarps are appropriately cleaned and secured and caution is used when driving over rough surfaces.
December 2023	Nil	-	-

This complaints register is a requirement of Schedule 5, Condition 11 of the Project Approval.