

RICHMOND QUARRY
PART 3A COMPLAINTS REGISTER

Date of Complaint	Time of Complaint	Addressed to	From	Subject	Date/Time of Activity Complained Of	Written or Verbal	Date Received Complaint	Action
26/09/2014	10:35am	Champions Quarry - now Richmond Quarry	Kim Woolley (NAL 2)	Noise complaint	Morning of 26/09/14	Written - Email	26/09/2014	Conducted noise monitoring at NAL 2 on 26/09/14. Results were compliant with relevant noise criteria. Advised Complainant.
29/09/2014	1:39pm	Champions Quarry - now Richmond Quarry	Lachlan Woolley (NAL 2)	Noise complaint	Day of 29/09/14	Written - Email	29/09/2014	Requested complaint be registered as non-legitimate with the NSW Department of Planning. Advised Complainant.
4/03/2015	11:34am	Champions Quarry - now Richmond Quarry	Chris Woolley (NAL 2)	Noise complaint	Day of 3/03/15 and 4/03/15	Written - Email	4/03/2015	Ceased excavation until noise testing was carried out. Conducted noise monitoring at NAL 2 on 05/03/15. Results were compliant with relevant noise criteria. Advised Complainant.
27/01/2016	12:03pm	Champions Quarry - now Richmond Quarry	Chris Woolley (NAL 2)	Noise complaint	Day of 27/1/16 between 11:15-11:45am	Written - Email	27/01/2016	Ceased excavation until noise testing could be carried out (adverse meteorological conditions). Conducted noise monitoring at NAL 2 on 29/1/16. Operational noise was below background noise. Advised Complainant.
31/08/2017	7:09am	Champions Quarry - now Richmond Quarry	Chris Woolley (NAL 2)	Operational Hours Complaint	6:40am 31/08/17	Written - Email	31/08/2017	Complained heavy machinery was operational at 6:40am. Quarry Manager investigated complaint, no trucks had entered the Quarry until after 7:00am, the Quarry was not operational at this time, nor were any trucks being loaded at this time. Notwithstanding this, the Quarry Manager and Site Foreman will continue to monitor the situation each morning. Advised Complainant.

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20/02/2018	4:15pm	Champions Quarry - now Richmond Quarry	James Luke	Truck load complaint	4:12pm on 20/02/18	Verbal	20/02/2018	Complained truck had spilled rock over Wyrallah Road onto oncoming traffic at 4:12pm. Records show no trucks were entering or leaving the Quarry at the relevant time. Quarry Manager investigated complaint and complainant was phoned to get further details. Concluded this was not a Quarry truck.
21/08/2018	N/A Letter	Department of Planning & Environment	Anonymous	Annual Review, road work requirements and operational concerns	Historical issues that occurred under previous management.	Written - Letter	4/09/2018	Anonymous complaint so a response was not possible. The quarry came under new management as of June 2018. Richmond Quarry is now working closely with regulatory bodies to resolve historical issues and move forward in a professional and competent manner.
10/11/2018	9:35	Richmond Quarry & Department of Planning & Environment	Rod and Lois Wadsworth (NAL 1)	Noise complaint, explosive blast heard at approximately 9am.	Approx 9am on 20/02/18	Email	10/11/2018	Richmond Quarry is sent email dated 12 November advising that tyre blowout occurred on a loader onsite at approximately 9am. Richmond Quarry apologised for the unplanned noise event. Letter included photos of affected loader in place at quarry. Information letter distributed to residents within 3km radius of the quarry.
10/11/2018	17:55	Richmond Quarry & Department of Planning & Environment	Kim Woolley (NAL 2)	Noise complaint, explosive blast heard at approximately 9am.	Approx 9am on 20/02/18	Email / Letter	10/11/2018	Richmond Quarry is sent email / letter dated 12 November advising that tyre blowout occurred on a loader onsite at approximately 9am. Richmond Quarry apologised for the unplanned noise event. Letter included photos of affected loader in place at quarry. Information letter distributed to residents within 3km radius of the quarry.
28/05/2019	11:52	Richmond Quarry, Department of Planning & Environment and Lismore City Council	Rod and Lois Wadsworth (NAL 1)	Breach of Consent Conditions in relation to Haulage Routes.	No detailed timing provided.	Email	28/05/2019	Richmond Quarry is sent email dated 28 May advising that Richmond quarry at Tuckurimba is breaching consent conditions in relation to haulage routes. Richmond Quarry contacted resident requesting details of times and dates that the haulage routes were breached to enable investigation. No details were provided by resident to enable investigation. Resident sent letter of response.

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14/11/2019	Not Provided	Department of Planning & Environment	Not Provided	Water Quality, Noise Monitoring and Currency of Website Information.	No detailed timing provided.	Verbal / Email	15/11/2019	A confidential complaint was received by the DPI&E from a neighbour concerned about water quality, noise monitoring and the currency of information on the project website. Richmond Quarry responded to the department detailed where the information requested is located online.
16/11/2019	Not Provided	Department of Planning & Environment	Not Provided	Haulage of materials and excavator working onsite.	No detailed timing provided.	Verbal / Email	18/11/2019	A confidential complaint was received by the DPI&E from a neighbour concerned about truckloads of materials leaving the site around the 4 November and that they could hear the excavator working on the top side of the quarry. Richmond Quarry responded to the department providing detailed information requested.
3/12/2019	Not Provided	Department of Planning & Environment	Not Provided	Front end loader use onsite.	No detailed timing provided.	Verbal	15/12/2019	A confidential complaint was received by the DPI&E from a neighbour concerned about the front end loader delivering and spreading rock to adjoining property cattle yards after having received a letter from Richmond Quarry. Richmond Quarry responded to the department providing detailed information requested.