



**Reduce.Re-use. Recycle.**

[Products](#)

[Contact](#)

# Complaints Register

| Date           | Name of Complainant               | Complaint made  | Resolution  |
|----------------|-----------------------------------|---|---|
| December 2015  |                                   | Nil complaints made   |   |
| January 2016   |                                   | Nil complaints made   |   |
| February 2016  |                                   | Nil complaints made   |   |
| March 2016     |                                   | Nil complaints made   |   |
| April 2016     | Ken Lomas<br>Moore Street Teralba | Mr Lomas was concerned with the water truck driving past his house after it has been refilled. Complained about the smell of diesel | We were told to use a different hydrant which caused the water cart to be taken up Mr Lomas' street. A different route is being used now. |
| May 2016       |                                   | Nil complaints made   |   |
| June 2016      |                                   | Nil complaints made   |   |
| July 2016      |                                   | Nil complaints made   |   |
| August 2016    |                                   | Nil complaints made   |   |
| September 2016 |                                   | Nil complaints made   |   |
| October 2016   |                                   | Ni complaints made  |   |
| November 2016  |                                   | Nil complaints made   |   |
| December 2016  |                                   | Nil complaints made   |   |

|                |   |   |   |
|----------------|---|---|---|
| January 2017   |   | Nil complaints made   |   |
| February 2017  |   | Nil complaints made   |   |
| March 2017     |   | Nil complaints made   |   |
| April 2017     |   | Nil complaints made   |   |
| May 2017       |   | Nil complaints made   |   |
| June 2017      |   | Nil complaints made   |   |
| July 2017      |   | Nil complaints made   |   |
| August 2017    |   | Nil complaints made   |   |
| September 2017 | Stuart James from EPA rang and left a message with Jeff | <p>Dave phoned Stuart and was told that a complaint was made by a member the public on Wednesday 13<sup>th</sup> about dust.</p> <p>Stuart told Dave that the EPA were not going to act on the complaint - that the call was a courtesy call to make us aware that a complaint had been made.</p> | <p>Dave explained to Stuart that on Wednesday 13<sup>th</sup> there was a fire up near Stanford Merthyr that was blowing smoke our way. We were not processing due to routine maintenance. There was no turning of the mulch stockpile due to wind. 42,500 litres of water was used for dust suppression that day.</p> <p>Dave also pointed out that we were the only business along Racecourse Road that undertakes dust suppression activities and other business also contributed to dust. Dave and Helen had a conversation about different ways that dust could be mitigated including setting up sprays on all stockpiles and watering through the night. Also having sprays set up to wet down material being tipped off trucks.</p> |
| October 2017   |   | Nil complaints made   |   |
| November 2017  |   | Nil complaints made   |   |

|                           |   |   |  |
|---------------------------|---|---|--|
| December 2017             |   | Nil complaints made   |  |
| January 2018              |   | Nil complaints made   |  |
| February 2018             |   | Nil complaints made   |  |
| March 2018                |   | Nil complaints made   |  |
| April 2018                |   | Ni complaints made  |  |
| May 2018                  | A man who refused to give his name phoned and spoke to me                                   | Wasn't actually making a complaint but was asking why we were wetting down the road outside our premises. I explained that we had to mitigate dust leaving site and wetting down the road was a way of doing that. He explained that "the boys" who drove on the road weren't happy that their cars got dirty as they drove past. I asked him who the "the boys" were and he wouldn't say. He said that "the boys" said they were getting concrete dust and water mixed in their cars. I explained that the EPA was very insistent that we have no dust leave site and we had to do it. He said ok and the call was terminated. |  |
| 21 <sup>st</sup> May 2018 | <p>Anonymous complaint to LMCC</p> <p>Anonymous caller also made a complaint to the EPA</p> | Keith Lainson from LMCC came to site after an anonymous complaint was made about wetting Racecourse Road outside our site.  | <p>Keith inspected the site with Pat (Weighbridge Officer) and was satisfied that what we were doing was satisfactory to mitigate dust. He could see no evidence of water entering Cockle Creek. He told Pat that he would not be contacting the EPA because he felt that what we were doing was not damaging the environment.</p> <p>Melissa Moore from EPA phoned Dave Cross (Yard Manager). Dave told Melissa that the council inspector had been and that he was taking no further action regarding wetting Racecourse Road down. Melissa and Dave discussed the "fine line" between mitigating dust and causing a road hazard. Melissa said she would come to site the next day. We have not seen her as yet.</p> |

|                |  |   |  |
|----------------|--|---|--|
| June 2018      |  | Nil complaints raised                                 |  |
| July 2018      |  | Nil complaints raised                                 |  |
| August 2018    | Anonymous caller phoned the EPA in Newcastle | The complaint was about the water on Racecourse Road. | Grace Bell from Newcastle EPA phoned Dave Cross, Yard Manager, and asked him about it. Dave explained that we did that to mitigate dust. Dave explained that we had purchased a new watercart and sweeper (the sweeper was to arrive soon) so the road could be swept daily to try to minimise the amount of water we would need to use. Grace asked Dave to provide photos of Racecourse Road – which he did. Helen Milne, Business Manager, spoke to Karen Gallagher (EPA) on Thursday 9 <sup>th</sup> August 2018 and emailed our complaint register to Grace outlining anonymous complaints before (probably the same person).<br>We arranged for a road sweeper to come everyday until our sweeper truck is on site.<br>The EPA took no further action. |
| September 2018 |  | Nil complaints raised                                 |  |
| October 2018   |  | Nil complaints raised                                 |  |
| November 2018  |  | Nil complaints raised                                 |  |
| December 2018  | Anonymous complaint                          | Water on the road                                     | Grace Bell from EPA phoned the weighbridge and told Pat that a complaint had been made about water on the road. We will use the sweeper more than the watercart on the road from now on. The sweeper uses minimal water so should address this issue. The EPA took no further action.  |
| January 2019   |  | Nil complaints raised                                 |  |
| February 2019  |  | Nil complaints raised                                 |  |

|                |                     |  |   |
|----------------|---------------------|--|---|
| March 2019     |                     | Nil complaints raised  |   |
| April 2019     |                     | Nil complaints raised  |   |
| May 2019       |                     | Nil complaints raised  |   |
| June 2019      |                     | Nil complaints raised  |   |
| July 2019      |                     | Nil complaints raised  |   |
| August 2019    |                     | Nil complaints raised  |   |
| September 2019 |                     | Nil complaints raised  |   |
| October 2019   | Warren 0412 411 903 | <p>Dust complaint from Warren who lives straight across the river from us. He said the dust was coming in his front door! He said he drove out here to have a look. He said there was dust coming from the stockpiles. I explained that the watercart ran all day to try to mitigate the dust but it was a particularly windy day.</p> <p>I phoned and spoke to Warren again after I spoke to Mark and Pat and explained what was done on the day to mitigate the dust. He said he understood, he was a concreter, but just wanted to let us know. He said he hadn't phoned the Council.</p> | <p>It was an extremely windy day – 26<sup>th</sup> October 2019. Willy Weather says highest wind gust was 38.7km/hour</p> <p>I spoke to both Mark and Pat regarding this. No processing occurred on Saturday, there were also no excavator movements either. Mark decided that it was pointless to put sprinklers on the stockpiles due to the wind. The water wouldn't have even hit the stockpiles before the wind took it away. There was also work being done on the railway behind us and they had no dust mitigating activities.</p> <p>Pat put 53,000 litres of water that day – using the cannon and around the yard. He said that as he was driving down to fill the watercart he could see dust coming from all businesses along Racecourse Road. In fact he thought Concrush was the only one that wasn't emitting dust!</p> |
| November 2019  |                     | Nil complaints raised  |   |
| December 2019  |                     | Nil complaints raised  |   |

|                |  |                       |  |
|----------------|--|-----------------------|--|
| January 2020   |  | Nil complaints raised |  |
| February 2020  |  | Nil complaints raised |  |
| March 2020     |  | Nil complaints raised |  |
| April 2020     |  | Nil complaints raised |  |
| May 2020       |  | Nil complaints raised |  |
| June 2020      |  | Nil complaints raised |  |
| July 2020      |  | Nil complaints raised |  |
| August 2020    |  | Nil complaints raised |  |
| September 2020 |  | Nil complaints raised |  |
| October 2020   |  | Nil complaints raised |  |
| November 2020  |  | Nil complaints raised |  |
| December 2020  |  | Nil complaints raised |  |
| January 2021   |  | Nil complaints raised |  |
| February 2021  |  | Nil complaints raised |  |
| March 2021     |  | Nil complaints raised |  |
| April 2021     |  | Nil complaints raised |  |
| May 2021       |  | Nil complaints raised |  |

|                |  |  |   |
|----------------|--|--|---|
| June 2021      |  | Nil complaints raised  |   |
| July 2021      |  | Nil complaints raised  |   |
| August 2021    |  | Nil complaints raised  |   |
| September 2021 |  | Nil complaints raised  |   |
| October 2021   |  | Nil complaints raised  |   |
| November 2021  |  | Nil complaints raised  |   |
| December 2021  |  | 7.12.2021 – Received an email from Russell Turner. He had purchased 70mm cobble and was concerned about the amount of steel, reo and rubbish in the load. We explained that the product was recycled and there would always be some residue in the product. We asked for photos of his concerns which he provided. | Mr Turner was given a full refund and the material was brought back to Concrush.<br><br>After reviewing the complaint and inspecting the site Kevin Thompson believed that the complaint was an attempt at a shakedown and no further action was taken. |
| January 2022   |  | Nil complaints raised  |   |
| February 2022  |  | Nil complaints raised  |   |
| March 2022     |  | Nil complaints raised  |   |
| April 2022     |  | Nil complaints raised  |   |
| May 2022       |  | Nil complaints raised  |   |
| June 2022      |  | Nil complaints raised  |   |
| July 2022      |  | Nil complaints raised  |   |
| August 2022    |  | Nil complaints raised  |   |

|                |  |  |  |
|----------------|--|--|--|
| September 2022 |  | Nil complaints raised  |  |
| October 2022   |  | Nil complaints raised  |  |
| November 2022  |  | Nil complaints raised  |  |
| December 2022  |  | Nil complaints raised  |  |
| January 2023   |  | Nil complaints raised  |  |
| February 2023  |  | Nil complaints raised  |  |
| March 2023     |  | Nil complaints raised  |  |
| April 2023     |  | <p>Kevin Thompson was contacted by an EPA Representative to say that a complaint had been made on Wednesday 5<sup>th</sup> April 2023 at 3.00pm. The complaint was</p> <ul style="list-style-type: none"> <li>• Dirty water was flowing from our site into Throsby Creek</li> <li>• Three trucks were tracking mud onto Racecourse Road</li> </ul> | <p>It is physically impossible for water to flow from our site into Throsby Creek as it flows west into site sediment dams. We had a significant rain event that day and there was no airborne dust emitting from site. It's possible the complainant was referring to other industrial tenants. Kevin Thompson was on site from 8.30 am – 4.00pm and observed our sweeper on Racecourse Road and road conditions at times during the day. KT did not observe mud on Racecourse Road.</p> <p>As a response to the complaint, KT asked our Operations Manager to take mid-morning and mid-afternoon photos each day and make sure that the sweeper/watercart operates as needed to keep the road clear.</p> |
| May 2023       |  | Nil complaints raised  |  |
| June 2023      |  | Nil complaints raised  |  |
| July 2023      |  | Nil complaints raised  |  |
| August 2023    |  | Nil complaints raised  |  |

|                |  |                       |  |
|----------------|--|-----------------------|--|
| September 2023 |  | Nil complaints raised |  |
| October 2023   |  | Nil complaints raised |  |
| November 2023  |  | Nil complaints raised |  |
| December 2023  |  | Nil complaints raised |  |
| January 2024   |  | Nil complaints raised |  |
| February 2024  |  | Nil complaints raised |  |
| March 2024     |  | Nil complaints raised |  |
| April 2024     |  | Nil complaints raised |  |
| MAY 2024       |  | Nil Complaints raised |  |
| June 2024      |  | Nil Complaints raised |  |
| July 2024      |  | Nil Complaints raised |  |
| August 2024    |  | Nil Complaints Raised |  |
| September 2024 |  | Nil Complaints Raised |  |
| October 2024   |  | Nil Complaints Raised |  |
| November 2024  |  | Nil Complaints Raised |  |
| December 2024  |  | Nil Complaints Raised |  |
| January 2025   |  | Nil Complaints Raised |  |

|               |                |  |  |
|---------------|----------------|--|--|
| February 2025 | Freia Johnston | Kevin Thompson was contacted by an EPA Representative to say that a complaint had been made on Monday 17 <sup>th</sup> February 2025 at 9:23pm The complaint was<br>Noise and vibration between approximately 7:30pm and 9:30pm from the Concrush facility at Teralba. Described as experiencing physical distress from the concrete crushing activities. Member lives along Rhonda Road 2.5 SW of premises. | Ross Lo Monaco contacted Freia Johnston at the EPA to let her know that we were not operational during that time frame. Freia asked for an email with our response and no further action was taken.  |
| March 2025    |                | Nil Complaints Raised  |  |
| April 2025    |                | Nil Complaints Raised  |  |
| May 2025      |                | Nil Complaints Raised  |  |
| June 2025     |                | Nil Complaints Raised  |  |
| July 2025     |                | 14/7/25 Ross Lo Monaco was contacted by an EPA Representative regarding an Alleged Dust Complaint in relation to excessive dust from Street Sweeper.   | Ross Lo Monaco replied to email requesting information on the 22 <sup>nd</sup> July 2025. Received email reply from Marshall Sing 22/7/25 stating "I'll review the information and get back to you if required". No further correspondence received to date. |
| August 2025   |                | Nil Complaints Raised  |  |