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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 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	Dave phoned Stuart and was told that a complaint was made by a member the public on Wednesday 13th about dust. 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.	Dave explained to Stuart that on Wednesday 13th 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. 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.
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.	
21st May 2018	Anonymous complaint to LMCC Anonymous caller also made a complaint to the EPA	Keith Lainson from LMCC came to site after an anonymous complaint was made about wetting Racecourse Road outside our site.	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. 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.

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 9th August 2018 and emailed our complaint register to Grace outlining anonymous complaints before (probably the same person). We arranged for a road sweeper to come everyday until our sweeper truck is on site. 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	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. 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.	It was an extremely windy day – 26th October 2019. Willy Weather says highest wind gust was 38.7km/hour 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. 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!
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. 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		Kevin Thompson was contacted by an EPA Representative to say that a complaint had been made on Wednesday 5th April 2023 at 3.00pm. The complaint was • Dirty water was flowing from our site into Throsby Creek • Three trucks were tracking mud onto Racecourse Road	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. 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.
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 17th February 2025 at 9:23pm The complaint was 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 22nd 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	
September 2025		Nil Complaints Raised	
October 2025		Nil Complaints Raised	
November 2025		Nil Complaints Raised	
December 2025		Nil Complaints Raised	
January 2026		Nil Complaints Raised	

February 2026	Ruth Fessey of Lake Macquarie City Council	11/2/26 11:55am Ruth Fessey of LMCC spoke to Ross Lo Monaco and let us know that 20mm concrete aggregate is dusty when being tipped and needed to be hosed down on site before use.	Complaint was directed to our Operations Manager and rectified by placing a sprinkler on the stockpile to suppress dust. Ross contacted Ruth to let her know, and she was happy with our actions.
March 2026		Nil Complaints Raised	
April 2026		Nil Complaints Raised	
May 2026		Nil Complaints Raised	
June 2026		Nil Complaints Raised	
July 2026		Nil Complaints Raised	
August 2026		Nil Complaints Raised	
September 2026		Nil Complaints Raised	
October 2026		Nil Complaints Raised	