

Stratford Complaint Summary

Period: 12 Months to November 2025

Total No. of Complaints: 3 (3 noise, 0 air quality, 0 Blast Overpressure, 0 lighting, 0 Other)

Total No. of Complainants: 1

Date/Time of Complaint	Complainant Location	Method of Complaint	Nature of Complaint	Investigation/Outcome
29/11/2024 12:30hrs	2.4km South of potential noise source	Direct to ECS mobile	Noise	- Complainant called the complaints line at 12:08PM. SMC Environment & Community Superintendent (ECS) returned their call at 12:30PM. - Complainant stated that over the past few weeks there has been a constant low frequency hum coming from the operation at a much higher level than previously experienced, the complainant added that the noise was not consistent with earthmoving machines. The complainant stated that there was a strong vibrational factor to the noise and was much worse last night than the previous two weeks. - ECS noted that based on the description of the noise it appeared that the noise source would likely be a pump or generator and committed to investigating. - OCE and Mining Supt, agreed that the noise source is likely the Legra pump and agreed to modify operational times over the weekend to shut the pump off after 5:30PM, installation of physical noise bunds surrounding the pump were constructed on 2/12/24 to allow 24 hour pumping.
15/04/2025 10:00hrs	2.5km West of SCPL	Direct to ECS mobile	Noise	- Complainant called Environment & Community Superintendent (ECS) mobile phone directly at 10:04am 15/4/2025 - The Complainant stated the dozer track slap and engine noise was noted between 10:00pm and 10:30pm on 14/4/2025. The Complainant explained the noise as coming from the general direction of the Roseville West (RVW)/Bowens Rd North (BRN) pit areas and was more intrusive than experienced before. It was noted that track slap was audible over the tv with the doors closed. - ECS detailed the operational activities at the time of complaint and committed to further investigating the source of the noise. - The Complainant also noted generally noise had been louder over the past month or so. Noting truck noise and other machinery noise that hadn't previously been heard. - ECS discussed some of the recent operational noise management mitigations implemented by the operational team and the upcoming plans for works at the SMC. - ECS Discussed the details of the complaint with SMC Production Superintendent who identified the likely cause of the noise to be the dump dozer on RVW crest dump. Production Superintendent agreed to further communicate maximum dozer gear with operators.
8/05/2025 08:50hrs	2.5km West of SCPL	Direct to ECS mobile	Noise	- Complainant called Environment & Community Superintendent (ECS) mobile phone directly at 8:50am 8/5/2025 - The Complainant stated that a noise similar to loading of rock into trucks was pronounced this morning between 7:30am and 8:00am. The complainant stated it was a noise that had not been heard before today and seemingly in a new area. - ECS detailed the operational activities at the time in question and outlined the commencement of demolition activities that morning. - The Complainant noted that the demolition activities are likely the source and commented that the noise experienced was consistent with demolition or loading. - ECS noted that the CCC site tour scheduled for the following week would cover further detail of the noise sources. - The complainant requested that the call be lodged as a complaint and commented that no further action was required.