



## Stratford Complaint Summary

Period: 12 Months - Jan 2025 to Dec 2025

Total No. of Complaints: 2 (2 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
15/04/2025 10:00hrs	2.5km West of SCPL	Direct to ECS mobile	Noise	<ul style="list-style-type: none"> <li>Complainant called Environment &amp; Community Superintendent (ECS) mobile phone directly at 10:04am 15/4/2025</li> <li>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.</li> <li>ECS detailed the operational activities at the time of complaint and committed to further investigating the source of the noise.</li> <li>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.</li> <li>ECS discussed some of the recent operational noise management mitigations implemented by the operational team and the upcoming plans for works at the SMC.</li> <li>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.</li> </ul>
8/05/2025 08:50hrs	2.5km West of SCPL	Direct to ECS mobile	Noise	<ul style="list-style-type: none"> <li>Complainant called Environment &amp; Community Superintendent (ECS) mobile phone directly at 8:50am 8/5/2025</li> <li>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.</li> <li>ECS detailed the operational activities at the time in question and outlined the commencement of demolition activities that morning.</li> <li>The Complainant noted that the demolition activities are likely the source and commented that the noise experienced was consistent with demolition or loading.</li> <li>ECS noted that the CCC site tour scheduled for the following week would cover further detail of the noise sources.</li> <li>The complainant requested that the call be lodged as a complaint and commented that no further action was required.</li> </ul>