



## Stratford Complaint Summary

Period: 12 Months - May 2025 to May 2026

Total No. of Complaints: 1 (1 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
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>