

Stratford Complaint Summary

Period: 12 Months to November 2018

Total No. of Complaints: 4 (4 noise, 0 air quality, 0 other)

Total No. of Complainants: 1

Date/Time of Complaint	Complainant Location	Method of Complaint	Nature of Complaint	Investigation/Outcome
25/05/2018 9:30hrs	Approx. 2.5km west of source	Community hotline.	Mine Noise	Complaint: "Mine Noise " <ul style="list-style-type: none"> • DCPL called the complainant on 29/05/2018. Complainant explained the noise had increased during the previous week particularly in the early morning. Mostly dozer track noise. • MP advised work was being undertaken in BRN and CHPP. Weather - Cold nights and strong inversions in previous week. • MP discussed the current operations and shift times, dayshift only during winter. MP also advised changes to mobile plant for Stratford including a new stockpile dozer. • Information was provided to Ditchfield OCE and CHPP Manager.
26/07/2018 10:00hrs	Approx. 2.5km west of source	Direct to mobile.	Mine Noise	Complaint: "Mine Noise at Stratford has been getting worse. Trucks, dozers and excavators mostly from the direction of BRN " <ul style="list-style-type: none"> • SCPL discussed the noise issues with the complainant. The complainant stated they are getting noise nearly every morning and often during the day. The complainant stated if this is what the noise would be like moving forward then it wasn't acceptable. • MP advised routine noise monitoring had been undertaken at the premises the week prior and the noise levels were above the relevant criteria however an inversion was also present. Temperature inversion at this time of year are very common in the early morning and evenings and SCPL have a requirement to implement additional noise mitigation measures during these times. • MP advised the new real-time noise monitor had been installed near Stratford village and the noise management system was currently being established. • Information was provided to Ditchfield OCE and SCPL OCE regarding appropriate mitigation measures for mobile plant during noise enhancing weather conditions. • Follow-up noise monitoring. Implementation of the real-time noise management system.
19/09/2018 8:15hrs	Approx. 2.5km west of source	Direct to mobile.	Mine Noise	Complaint: "Mine Noise at Stratford during morning from 7:30-8:30. Truck noise and dozer tracks from direction of BRN " <ul style="list-style-type: none"> • SCPL called complainant at 2:30pm 20/9/18. • MP advised current operations in BRN and Avon North. MP advised routine noise monitoring was scheduled next week and mobile plant noise testing was scheduled for the week after. • Information was provided to Ditchfield OCE and SCPL OCE regarding noise complaint.

6/11/2018 9:20hrs	Approx. 2.5km west of source	Direct to mobile.	Mine Noise	<p>Complaint: "Noise from Stratford Mine louder than normal between 8:00am to 9:00am. Mostly sounds like truck noise and dozer clatter from direction of BRN and Avon North"</p> <ul style="list-style-type: none"> • Weather conditions: No inversion. Light NE wind. • Production: MP discussed noise complaint with BRN and Avon North OCEs at 9:30am. BRN haul fleet to RL30 dump. Dozers on pit floor. Avon North haul fleet running to low dump. Elevated works have been avoided during early morning hours. • MP called complainant at 11:00am, no answer. MP called again at 12pm and left a message with complainants partner. • SCPL to continue implementing noise mitigation measures for mobile plant.
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