

## WILLOWBANK QUARRY COMMUNICATIONS AND COMPLAINTS REGISTER



Date	Time of Incident	Time of Reporting	Person Reporting	Details of the Incident	Outcome
17/02/2022	12pm	2pm	PCC	Complainant thought quarry was selling material, but instead importing drainage chip for preworks	Compliant - No actions required
25/02/2022	5.30pm	11am	PCC	Maintenance vehicle of sealed road at 1730hrs. Vehicle entered and exited via Paul Nations Farm gate	Compliant - No actions required
7/03/2022	10am	12.07pm	Cheryl Anderson	Accused site of not delivering Update newsletter	Compliant - However sent another via email for tracking
22/03/2022	9am	10am	PCC	Noise complaint from neighbouring property. PCC arrived and inspected complaint from both neighbours and Quarry. Noise limits well under consents and no action required	Compliant - No Action required
1/04/2022	Unknown (30th March)	2.25pm	GWRC	Neighbour (trespassed) took photo of digger finishing contour drain from hump removal	Compliant - No Action required
4/04/2022	10.02am	12pm	PCC	Neighbours heard noise coming from quarry and also complained about the front gate sign being "premature"	No issues around noise. Gate sign removed temporarily. Sign consent granted and installed on effect of new consent.
5/05/2022	10pm	8am	PCC	Loud noise coming from quarry entrance at 10pm	Compliant - Gate camera picked up TMP trucks turning around in driveway entrance at Kennels
05/07/022	23 June @ 11:20am	10:22am	PCC	Loud explosions heard around Judgeford	Compliant - Not Quarry related. Email sent as quarry also notified PCC of the noises heard
8/07/2022	6.00am	8.30am	PCC	Traffic and noise from Quarry	Compliant - No noise or excessive traffic
14/09/2022	Afternoon	20/09/2022	PCC	Early traffic on Quarry Access Road and Noisy activities	Compliant - No early traffic detected on cameras. Noise possibly side casting material off hill during windy day.
8/11/2022	Guy Fawkes night	8-Nov-22	WorkSafe	WorkSafe called by Resident concerned the quarry was lighting fires and letting off fireworks	Compliant - Quarry was closed with no one on site. Fire was from farm activities. WorkSafe to call resident and explain
29/11/2023	3.25pm	29/11/2023	Mario (Neighbour/Resident)	BOSCO truck failed to stop at the sign posted stop sign on exit	Advised BOSCO and reported to PCC. Stop work meeting held with BOSCO
17/12/2024	6.13am	12.03pm	PCC	Delivery Truck of Pipes drove in through open gate at 6:13am whilst staff was entering and proceeded to Quarry Office. Once truck was noticed on site at office area, was told to wait until 7am to unload.	Site discussion held to ensure entering staff do not allow others to slip through the opening gate until consented hours are reached
30/06/2025	7.55am	9.31am	PCC & Nadine	Truck Using engine brakes descending access road	Email notification sent to company involved