

## Complaints Register - Mortdale

Record No.	Date ↓	Nature of Incident (Env)	Mechanism of Incident (Environmental)	Incident Activity/Impact (Environmental)	Department Site	Location	Incident Summary	How complaint was received	Action Taken
<a href="#">12171</a>	1/09/2023 2:00 PM	Complaint			TS - Mortdale	B&D Recycling Mortdale		Other (e.g.Social media)	Environment team currently investigating incident (complaint).
<a href="#">11271</a>	26/05/2023 4:00 PM	Complaint			TS - Mortdale	B&D Recycling Mortdale		E-mail	Site manager was contacted and made aware of the complaint. Investigation into operational activities was conducted. Multiple water misters, sprinklers and water canon are in use; particularly when trucks are tipping and/or getting loaded. Street sweeper also utilized regularly. Environment team will also continue thorough investigation of event to determine corrective actions. Rear sprinkler has been added inside tipping shed. Reach of front sprinkler has also been extended.
<a href="#">6457</a>	16/12/2021 3:15 PM	Complaint	Site maintenance - pollution and pretreatment controls	Air - dust ambient	TS - Mortdale	B&D Recycling Mortdale	Neighbour called to complain about dust and to request all sprinklers and misting sprays to be turned on	Phone call	Site Supervisor was immediately contacted and advised that systems were used intermittently. The wind had picked up suddenly and unexpectedly and he would be activating all available controls. The neighbour was provided with Environmental contact to call if or when there are any further concerns. Shanes contact number is 0404 013345
<a href="#">4902</a>	3/06/2021 5:55 AM	Complaint	Waste management - processing mobile plant	Air - dust ambient	TS - Mortdale	B&D Recycling Mortdale	Dust complaint	Phone call	Site reviewed and controls increased.
<a href="#">4855</a>	28/05/2021 2:28 PM	Complaint	Waste management - tipping	Air - dust ambient	TS - Mortdale	Bingo	Dust complaint	Phone call	Dust suppression controls increased.
<a href="#">4541</a>	22/04/2021 4:00 PM	Complaint	Waste management - tipping	Air - dust ambient	TS - Mortdale	B&D Recycling Mortdale	Dust complaint	E-mail	This is linked to incident 4540 and has already been addressed.

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<a href="#">4540</a>	21/04/2021 9:53 AM	Complaint	Waste management - tipping	Air - dust ambient	TS - Mortdale	B&D Recycling Mortdale	Dust compliant	Phone call	Further dust suppression controls added to the site process.
<a href="#">3590</a>	24/02/2021 8:19 AM	Complaint	Waste management - storage	Air - dust ambient	TS - Mortdale	B&D Recycling Mortdale	Dust complaint from an anonymous caller to Head Office.	Phone call	Immediate inspection of dust sources, controls and weather conditions. Incident review by SEQ. Ongoing site surveillance related to dust.
<a href="#">2862</a>	27/11/2020 9:30 AM	Complaint	Waste transport - to Bingo site	Waste - litter	TS - Mortdale	B&D Recycling Mortdale	Complaint from neighbouring site in regard to truck movements and associated impacts.	Other (e.g.Social media)	Bingo Ops has undertaken consultation with neighbours and advised teams to control truck movements and behaviour when entering and exiting the site.
<a href="#">2553</a>	27/10/2020 2:00 PM	Complaint	Site maintenance - pollution and pretreatment controls	Air - dust ambient	TS - Mortdale	B&D Recycling Mortdale	Complaint from neighbour in relation to local dust.	Phone call	Actions include implementation of neighbour newsletter, site visits to all neighbours and review of site dust control