

EC Complaint Register - After 01-12-2020

Record No.	Date ↓	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
5798	14/09/2021 9:35 PM	Complaint	B&D Recycling Eastern Creek - MPC 1	Noise complaint. Trucks beeping and tail gates banging from 8.30pm until after 1am at Minchinbury.	Website	Under investigation
5796	31/08/2021 11:00 PM	Complaint	B&D Recycling Eastern Creek - MPC 1	Noise complaint.	Website	Under Investigation. Details of operation on site at time of complaint provided below: No abnormal activities noted. MPC2 not in operation after 5pm. MPC1 running until 1am as usual.
5547	8/06/2021 5:37 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint	Other (e.g.Social media)	Investigating
5546	8/06/2021 5:34 PM	Complaint	B&D Recycling Eastern Creek - Landfill		Other (e.g.Social media)	Complaints in progress
4923	3/06/2021 11:21 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaints	Other (e.g.Social media)	Under Investigation
4905	1/06/2021 10:19 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Website	Under investigation
4819	24/05/2021 9:54 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaints	Other (e.g.Social media)	Under Investigation
4782	21/05/2021 8:42 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Noise and Odour Complaint	Phone call	Under Investigation
4773	20/05/2021 9:53 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Phone call	Under Investigation
4754	19/05/2021 8:51 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Phone call	Actions are ongoing. No wind and smell on site at the time.
4749	19/05/2021 10:53 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Other (e.g.Social media)	Under Investigation
4742	18/05/2021 10:53 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Other (e.g.Social media)	Under Investigation
4695	14/05/2021 1:35 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint Name withheld for complainant privacy	Website	Under Investigation
4652	12/05/2021 8:24 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Phone call	Under investigation
4618	8/05/2021 10:48 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4576	5/05/2021 10:33 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Phone call	Currently under investigation
4620	30/04/2021 11:17 AM	Complaint	B&D Recycling Eastern Creek -	Odour complaint	Website	Under investigation

Record No.	Date ↓	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
			Landfill	Name withheld for complainant privacy		
4409	26/04/2021 12:39 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Phone call	Currently investigating
4616	26/04/2021 8:00 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4621	26/04/2021 8:00 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4398	23/04/2021 7:25 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Phone call	Currently under investigation
4397	23/04/2021 7:05 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint regarding odour Details not provided by caller	Phone call	Under investigation
4627	23/04/2021 4:00 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4569	23/04/2021 9:11 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Other (e.g.Social media)	Under investigation
4570	19/04/2021 9:21 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Other (e.g.Social media)	Under investigation.
4143	8/04/2021 11:39 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4633	7/04/2021 9:07 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4634	7/04/2021 7:44 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	E-mail	Under investigation
4628	7/04/2021 5:30 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4629	7/04/2021 1:01 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4148	7/04/2021 1:00 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	E-mail	Under investigation
4630	7/04/2021 12:59 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	E-mail	Under investigation
4144	7/04/2021 11:00 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4615	7/04/2021 9:30 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	E-mail	Under investigation
4571	7/04/2021 9:22 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Other (e.g.Social media)	Under investigation
4741	6/04/2021 6:08 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Website	Under Investigation
3092	23/12/2020 11:28 AM	Complaint	B&D Recycling Eastern Creek General	EPA received complaint via council regarding thick mud tracking onto Honeycomb Drive allegedly from Bingo's Eastern Creek facility.	E-mail	Complaint investigated and controls increase to ensure the site does not contribute to local tracking issues.

