

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
6457	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
4902	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.
4855	28/05/2021 2:28 PM	Complaint	Waste management - tipping	Air - dust ambient	TS - Mortdale	Bingo	Dust complaint	Phone call	Dust suppression controls increased.
4541	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.
4540	21/04/2021 9:53 AM	Complaint	Waste management - tipping	Air - dust ambient	TS - Mortdale	B&D Recycling Mortdale	Dust complaint	Phone call	Further dust suppression controls added to the site process.
3590	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.
2862	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.
2553	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

