Mackas Sand Community Complaints Register

Date	Time	Nature of Complaint	Company Response
2010	N/A	N/A	No complaints received in Calendar Year 2010
2011	N/A	N/A	No complaints received in Calendar Year 2011
2012	N/A	N/A	No complaints received in Calendar Year 2012
2013	N/A	N/A	No complaints received in Calendar Year 2013
2014	N/A	N/A	No complaints received in Calendar Year 2014
2015	N/A	Noise	Noise Complaint received from resident on Nelson Bay Rd following the commencement of operations along the Alternate Access Road. In response to the complaint, the offending driver was disciplined, all drivers and truck owners were formally notified of the expectations when entering site and signage was erected to notify of the issue. Noise monitoring was undertaken to determine the level of noise in relation to the limits within PA08_0142. Results of the noise monitoring indicated that Mackas Sand was operating within consent conditions. Mackas Sand had ongoing contact with the complainant throughout the report period, with no further concerns raised since the resolution of the initial noise complaint. Mackas Sand. This was communicated to all haul truck drivers at the time of the complaint.
2016	N/A	N/A	No complaints received in Calendar Year 2016
2017	N/A	N/A	No complaints received in Calendar Year 2017
2018	N/A	N/A	No complaints received in Calendar Year 2018
15/04/2019	N/A	Noise/Traffic	The quarry manager received a complaint via phone from a Nelson Bay Rd resident. Complainant noted that truck driver (non-Mackas Sand employee) used the vehicles' engine braking system to slow down prior to turning left into the Alternate Access Road. In response to the complaint, the offending driver was disciplined, and Mackas Sand reiterated to all drivers and vehicle owners the expectations when entering site. The Quarry Manager called the complainant to discuss management measures undertaken as a result of receiving the complaint. No further actions are proposed.
15/04/2019	N/A	Traffic	The Quarry Manager received a complaint via phone from a Nelson Bay Rd resident. Complainant noted that a truck was speeding north bound on Nelson Bay Rd. Complainant could not identify if vehicle was associated with Mackas Sand.
2020	N/A	N/A	No complaints received in Calendar Year 2020
2021	N/A	N/A	No complaints received in Calendar Year 2021
2022	N/A	N/A	No complaints received in Calendar Year 2022
2023	N/A	N/A	No complaints received in Calendar Year 2023
2024	N/A	N/A	No complaints received in Calendar Year 2024
20/08/2025	1:00pm	Material on public road	Nelson Bay Rd resident complained about material on road from trucks. R Mackenzie discussed with complainant, material is not sand but could be material form wet haul road due to heavy rain. Road sweeper has been used 3 times per week to control material. Road swept again. Ongoing use of road sweeper will continue if required.
26/08/2026	N/A	Vibration from Nelson Bay Rd	Complainant raised issues with vibration from Nelson Bay Rd traffic. This issue was determined to not be a result of Mackas Sand operations due to proximity of residence to NB Rd. Advice provided to complainant and Council.