
REGISTER OF COMPLAINTS - 2025

Date of Complaint	Reason for Complaint	Comment
January 2025	No complaints	
February 2025	No complaints	
March 2025	No complaints	
April 2025	No complaints	
May 2025	No complaints	
June 2025	No complaints	
July 2025	No complaints	
August 2025 INX 10842	Dust	<ul style="list-style-type: none"> • A complainant contacted the BHO Complaints Hotline to report dust leaving the Southern end of the site on 26 August. • Predominant winds were from the North on that day. • No dust was observed upon inspection.
September 2025	No complaints	
October 2025	No complaints	
November 2025 INX 11034	Dust	<ul style="list-style-type: none"> • A complainant contacted NSW EPA on 05 November regarding uncontrolled emission of dust in Line of Lode area on 31 October 2025 • Several actions including the use of an

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		<p>additional water cart, the installation of PM10 monitor in area and the review of our dust management procedure have been implemented.</p> <ul style="list-style-type: none"> • The complainant also provided concerns regarding potential fire hazards created by excessive waste oil stored on site. • A more effective system for collection of waste oil involving a local contractor has been implemented.
November 2025 INX 11185	Blast	<ul style="list-style-type: none"> • A complainant contacted NSW EPA on 13 November regarding a blast on 12 November 2025. • The highest recorded PPV for the blast was 1.95 mm/s at the V2 Hire Yard monitor. • The blast took 10 seconds to complete when most blasts take much less time to complete. • A blast monitor is installed at the complainant's residence and recorded 2.19 mm/s for the blast in question.
December 2025	No complaints	