

## 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
<u>3590</u>	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.
<u>2862</u>	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.
<u>2553</u>	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