

**Dixon Sand Pty Ltd**  
**Complaints Register - Summary**

<b>Period</b>	<b>Number of Complaints received</b>	<b>Complaint Register Published on Website</b>
01 – 31 March 2019	1	02 April 2019

## Dixon Sand Pty Ltd - Complaints Register

Date Received	Contact Methodology	Dixon Staff Contacted	Issue	Recommended Action(s)	Date Actioned	Outcome / Future Action	Closed Out Date
05-Jul-10	Phone Call	Noel Kenny	Excessive speed by truck driver	Caution driver and reinforce site management plan for drivers in regards to speed limits	07-Jul-10	Driver spoken to and speed limits as detailed in the site management plan reinforced	07-Jul-10
21-Jan-15	Phone Call	Tom Watson	Complainant considered that one of the trucks leaving the quarry had been driven in a dangerous manner	Inform the driver's company of the complaint and follow up their actions	22-Jan-15	The company involved reported that the driver denied the incident - the driver was re-issued the company's driving policy.	22-Jan-15

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11-May-16	Phone Call	Tom Watson	11am Wednesday 11th May 2016 - received a call from the complainant regarding truck driving in a dangerous manner. Complainant had been told by a different correspondent that the truck picked up from Dixon Quarry. About 3pm on Wednesday the 27th April 2016 the complaint was nearly run down by a truck (& trailer) as the truck crossed double lines to overtake a vehicle and that this forced the complainant off the road near the Post Office Road at Cattai. The truck was heading towards Maroota.	Investigate the truck in question and liaise with complainant. Incident occurred approx. 20km from the quarry of which the quarry has no authority to discipline the driver.	11-May-16	Management contacted the complainant to confirm the issue and truck's number plate. Complainant was unable to determine the exact number plate of the truck. It is noted that another truck with similar number plate operates in the adjacent quarry. No further action required	11-May-16
24-Sep-16	Face-to-face	Tom Watson	Truck Company A reported Truck Company B driving in a dangerous manner. Incident occurred approx. 6.35am on 23/09/16. Truck Company A was overtaken by Truck Company B (southbound) before the bend near the Maroota Public School. Truck Company A claimed that the Truck Company B (truck and dog) came out from Dixon Sand's quarry and overtook Truck A on double solid lines.	Contact truck company and inform management of the incident.	26-Sep-16	Dixon Sand Management contacted the truck company and informed their management team of the incident. Note that Dixon Sand has no jurisdiction over trucks outside the quarry premise.	26-Sep-16

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29 May 2017	Phone Call	Tom Watson	<p>8:20am – received a call from the Complainant who asked to speak with David Dixon. David was not on site and I asked the Complainant if I could take a message. The Complainant explained that they wanted to speak with David about a haulage truck which came to our Maroota quarry last Saturday (27/5/17) and which the Complainant said was being driven in a dangerous manner. The Complainant said the rego was xxxxxx (which made a pickup from our quarry at 12.02pm). I promised to let David know and explained that we did not in anyway condone dangerous driving of trucks.</p> <p>8:30am – rang David on his mobile and explained the call from the Complainant - emailed David the mobile number the Complainant had given me and promised to make this diary note and email to David.</p>	Contact truck company and inform management of the incident.	30-May-17	<p>Dixon Sand Management contacted the truck company and informed their management team of the incident.</p> <p>Note that Dixon Sand has no jurisdiction over trucks outside the quarry premise.</p>	30-May-17

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26 July 2017	Email	Hunny Churcher (Environmental Officer) and David Dixon (Quarry Manager)	<p>The Landuse Coordinator (Development Monitoring) from The Hills Shire Council contacted Dixon Sand and advised they have received noise related complaints from residents within Maroota:</p> <p>“Council has received two complaints alleging works are continuing past the approved hours and on Sundays causing noise nuisance and distress to the nearby residents.</p> <p>The noise described is from a motor running and on Sundays machines operating with grinding and pushing sound of excavated materials.</p> <p>Can you please investigate and ensure that works are carried strictly according to the approved hours of consent.”</p>	Dixon Sand’s management team to investigate the matter	26 July 2017	<p>Management team investigated the matter and reassured Council that works are being undertaken strictly within the consented operation hours:</p> <p>“The management team has investigated the matter and confirms that the quarry does not operate outside the consented operation hours.</p> <p>Dixon Sand confirms that quarry works are undertaken during the following times:</p> <ul style="list-style-type: none"> <li>• 6am – 5pm on Weekdays,</li> <li>• 6am – 12pm on Saturdays, and</li> <li>• No quarry operations are undertaken on Sundays and Public Holidays.</li> </ul> <p>Dixon Sand will brief its staff and reinforce the strict noise and operating hours requirement in the next toolbox talk.</p>	Emailed Council on 26 July 2017.

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06/10/2017	Phone Call	Tom Watson	<p>At 1:40pm Tom Watson received a call from the Complainant about a haulage truck that picked up from the quarry. The Complainant had been tailgated by the accused haulage truck from Dural to Maroota and the registration recorded. The Complainant was driving on the speed limit. At the time the complaint was received, the Quarry Manager is on leave and once returned will be brief of the Complaint. The Complainant said they understood and provided their contact details</p>	<p>Contact the Haulage Company advising that a complaint had been made against the specific truck. Remind the company of the conditions of the TMP and the 3-strike out policy.</p>	16/10/17	<p>Dixon Sand Management contacted the truck company and informed their management team of the incident. Note that Dixon Sand has no jurisdiction over trucks outside the quarry premise.</p>	16/10/17

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06/06/2018	Phone Call	Hunny Churcher	<p>Council's Landuse Coordinator Development Monitoring contacted Dixon Sand and advised that they had been contacted by a resident who complained about the following issues:</p> <ul style="list-style-type: none"> <li>• Trucks operating outside the consented hours</li> <li>• Noise being generated outside the consented hours</li> <li>• Dust generated from site</li> </ul>	<p>Undertake a review of the truck records and operation hours. Review other noise generating operations. Dixon Sand requested that Council liaise with the Complainant and request the Complainant to contact the Quarry directly to discuss the current issues and any future issues. The area is high in dust due to extremely low rainfall.</p>	06/06/2018	<p>Dixon Sand Management reviewed the consented hours, truck records and other noise generating operational activities. No trucks are operating outside the consent hours. Dixon Sand will ensure no pumps are left operating overnight. Monitor dust on site and regularly use water cart for dust suppression. Dixon Sand provided a copy of the consent conditions (DA250-09-01 Mod 5) to Council. The Complainant did not make direct contact with the Quarry.</p>	06/06/2018

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Mid – February 2019	Phone call	Tom Watson	The complainant said they wanted us to know a truck had crossed over double lines along Wisemans Ferry Road. No accident or ‘near miss’ occurred. The complainant could not provide details such as registration or any identification marks. The complainant also said they did not know if the truck had come from a quarry and if so which quarry but wanted us to know about it. The complainant also contacted PF Formation about the matter	As it is impossible to identify the truck involved no action is possible apart from the quarry’s normal on-going activities which include: 1) During inductions drivers are advised they must drive in a safe and legal manner 2) Signage on weighbridge advising the same 3) When an issue arises, reminding drivers of their responsibilities and possible consequences of non-compliance including being banned from this quarry and possible banning from all quarries in the area.	Mid - February	No further action required	01/03/19
26/02/2019	Phone call	Tom Watson	The property owner adjacent to the Old Northern Road quarry rang to say that 2 drivers had exceeded the speed limit 20km/hr along the access road of the quarry.	Remind all drivers they must not exceed the speed limit along the access road. Provide explanation to the drivers the reasoning behind the speed limit of 20km/hr i.e. safety, health issues associated with dust as well as dust affecting adjacent tomato crop.	26/02/19	The weighbridge operator cautioned all drivers driving on the day and reminded them the speed limit is to be adhered to. In addition, signage is displayed with this message which is visible to all drivers at the weighbridge office.	26/02/19



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19 <sup>th</sup> March 2019	Phone call	Tom Watson	The Complainant said that a truck was tailgating cars along Wisemans Ferry Road and provided the registration number. No other identification of the truck was provided.	<p>Dixon Sand's weighbridge docket for today were checked and the truck did not pick up from the quarry. Also checked Dixon Sand's registration database and there is no truck with the registration listed. Suggest Dixon Sand's management is informed and they decide on appropriate action.</p> <p>Management to contact other quarries whom are signatories of the Maroota Local Traffic Management to determine if the truck is associated with the quarries in the area.</p>	26 <sup>th</sup> March 2019	<p>Management contacted PF Formation and Hodgson Quarries whom confirmed that the truck in question is not a customer from their quarry.</p> <p>Concluded that the truck in question is not associated with the Sand quarries under the Maroota Local Traffic Management</p>	Action completed and complaint closed out on 26/03/2019