

Dixon Sand Pty Ltd
Old Northern Road Quarry
Complaints Register - Summary

Period	Number of Complaints received	Complaint Register / Summary Published on Website
July 2024	0	6 August 2024
August 2024	0	4 September 2024
September 2024	0	2 October 2024
October 2024	0	1 November 2024
November 2024	0	10 December 2024
December 2024	0	6 January 2025
January 2025	0	3 February 2025
February 2025	0	4 March 2025
March 2025	1	17 April 2025
April 2025		
May 2025		
June 2025		
Total No. of Complaints	1	

Dixon Sand Pty Ltd - Complaints Register

Date Received	31/03/2025	Time	2:40pm	Complaint Received By	Hunny Churcher
Contact Methodology	Email from EPA	Complaint Nature	Sediment tracking onto Old Northern Road		
Issue(s) raised					
<ul style="list-style-type: none"> • Complaint received by the EPA who contacted the Quarry. • EPA informed the Quarry that EPA had received a complaint from the public in relation to sediment from the Quarry being tracked onto Old Northern Road, with the issue worsening over the past week. 					
Recommendation(s)					
<ul style="list-style-type: none"> • Dixon Sand to inspect the access road, intersection and Old Northern Road immediately, take photographs and provide a response as requested by the EPA. 					
Outcome / Action(s) / Future Action(s)					
<p>On 31/03/2025:</p> <ul style="list-style-type: none"> ○ Quarry Manager inspected the quarry access road, the intersection and Old Northern Road immediately after receiving the complaint through EPA. Photographs of the Quarry access road, the intersection and sections of Old Northern Road heading towards Sydney were taken which show no sand debris on road. ○ Photographs were supplied to EPA and confirmation that all trucks are required to cover their load prior to leaving site which must be complied with in accordance with the Quarry Traffic Management Plan and Truck Driver Induction. ○ Undertake a re-education campaign for haulage truck drivers (at both quarries) for the month of April 2025 ○ EPA responded to the Complainant and no further action is required. 					
Closed Out Date	01/04/2022	Closed Out By	Hunny Churcher		