

How many complaints have been received, and where were those complaints made about dust, noise, odour, or blasting under the EPA act by companies, residents or government departments against Boral?	Dust	Noise	Odour	Blasting	Other	Total
	31	6	3	5	22	67

How are the complaints processed through the department and local government authorities?	Members of the public, industry and business can contact the department's Pollution Hotline Unit to notify of pollution related complaints or incidents and it is a 24/7 service. The Pollution Hotline can be accessed by telephone by contacting telephone 1300 130 372 and selecting Option 2 or by emailing pollutionhotline@ehp.qld.gov.au . During business hours from 8.30am and 5.00pm clients are connected directly to staff in the department who will discuss the complaint/incident, provide information on the process and refer the complaint/incident to the appropriate departmental office for follow up. If the client contacts the Pollution Hotline outside business hours there is an after-hours service provider in place with all calls being responded to and referred to on-call departmental staff in accordance with established state-wide procedures. If the complaint/incident is a local government authority (LGA) responsibility, departmental staff will inform the client and either provide the client with the relevant LGA contact details or transfer the client to the appropriate LGA area.
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What is the process followed to respond to those complaints?	The relevant regional office will make contact with the client to discuss their complaint/incident; depending on the circumstances arrange a field inspection/visit and take the necessary action to address the complaint. All contact and follow up action including supporting documentation is recorded into Ecotrack, the department's primary system for permit and licensing activities including complaint/incident management and compliance/monitoring actions.
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How many fines, penalty infringement notices or other means of penalty have been issued as a result of those complaints?	Dust	Noise	Odour	Blasting	Other	Total
	0	0	0	0	1	1

Company	District Office	Complaint Type	Enforcement Measure	Quantity
Boral Resources (QLD) Pty Limited	Brisbane North	Air- General	nil	1
BORAL QUARRY	Gold Coast	Air : Dust : Quarry/Extraction	nil	1
BORAL QUARRY	Gold Coast	Air - GENERAL	nil	2
BORAL QUARRY	Gold Coast	Air : Dust : Quarry/Extraction	nil	2
BORAL QUARRY	Gold Coast	Water : Silt/Turbidity	nil	1
Boral Resources (Qld) Pty Ltd	Gold Coast	Air : Dust : Quarry/Extraction	nil	9
Boral Resources (Qld) Pty Ltd	Gold Coast	Noise : Blasting	nil	2
Boral Resources (Qld) Pty Ltd	Gold Coast	Air : Odour : General	nil	1
Boral Resources (Qld) Pty Ltd	Gold Coast	Water : Chem/Oil/Fuel	nil	1
Boral Resources (Qld) Pty Ltd	Gold Coast	Air - GENERAL	nil	1
Boral Resources (Qld) Pty Ltd	Gold Coast	Air : Odour : Chem/HC Solvent	nil	1
Boral Resources (Qld) Pty Ltd	Gold Coast	Air : Light nuisance	nil	1
Boral Resources (Qld) Pty Ltd	Gold Coast	Air : Odour : General	nil	1
Boral Resources (Qld) Pty Ltd	Gold Coast	Water : Groundwater/Leachate	nil	1
Boral Resources (Qld) Pty Ltd	Gold Coast	Water : Waterway damage	nil	1
Boral Resources (Qld) Pty Ltd	Gold Coast	Air : Dust : Process/Stockpile	nil	1
Boral Quarry Ormeau	Gold Coast	Air : Dust : Quarry/Extraction	nil	1
Boral Quarry Ormeau	Gold Coast	Land - GENERAL	nil	1
Boral Quarry Ormeau	Gold Coast	Land : Erosion	nil	1
Boral Quarry Ormeau	Gold Coast	Water : Waterway damage	nil	1
Boral Concrete & Quarries Country	Ipswich	Air : Dust : Quarry/Extraction	nil	1
BORAL QUARRY	Ipswich	Air : Dust : Quarry/Extraction	nil	11
BORAL QUARRY	Ipswich	Noise : Blasting	nil	1
Boral Resources (Qld) Pty Ltd	Ipswich	Water : Silt/Turbidity	nil	1
Boral Australian Gypsum (QLD) Limited	Moreton	Water : Chem/Oil/Fuel	nil	1
Boral Resources (Qld) Pty Limited	Moreton	Water - GENERAL	1	1
Boral Resources (Qld) Pty Limited	Moreton	Water : Silt/Turbidity	nil	3
Boral Resources (QLD) Pty Limited	Sunshine Coast	Noise : Blasting	nil	2
Boral Resources (QLD) Pty Limited	Sunshine Coast	Noise : Industrial	nil	2
Boral Asphalt	Wide Bay Burnett	Air : Dust : Process/Stockpile	nil	1
BORAL ASPHALT (ORG)	Wide Bay Burnett	Air : Dust : Quarry/Extraction	nil	1

Boral Construction Materials Group Limited	Wide Bay Burnett	Air : Dust : Quarry/Extraction	nil	1
Boral Construction Materials Group Limited	Wide Bay Burnett	Water : Chem/Oil/Fuel	nil	1
Boral Resources - Dundowran Quarry	Wide Bay Burnett	Air : Dust : Quarry/Extraction	nil	1
Boral Resources (Qld) Pty Limited	Wide Bay Burnett	Noise : Vibration	nil	1
Boral Resources (Qld) Pty Limited	Wide Bay Burnett	Water : Waterway damage	nil	1
Boral Resources (Qld) Pty Limited	Wide Bay Burnett	Air : Dust : Quarry/Extraction	nil	1
Boral Resources (Qld) Pty Limited	Wide Bay Burnett	Noise : Vehicles/Machinery/Regulated Device	nil	1
Boral Resources (Qld) Pty Limited	Wide Bay Burnett	Noise : Industrial	nil	1
Boral Resources (Qld) Pty Limited	Wide Bay Burnett	Land : Chem/Oil/Fuel	nil	1
Boral Resources (Qld) Pty Limited	Wide Bay Burnett	Water : Chem/Oil/Fuel	nil	1
Boral Resources (Qld) Pty Limited	Wide Bay Burnett	Noise - GENERAL	nil	1
Total			1	67

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