

WILLOWBANK QUARRY COMMUNICATIONS AND COMPLAINTS REGISTER



Date	Time of Incident	Time of Reporting	Person Reporting	Details of the Incident	Outcome
17/02/2022	12pm	2pm	PCC	Complainant thought quarry was selling material, but instead importing drainage chip for preworks	Compliant: No actions required
25/02/2022	5.30pm	11am	PCC	Maintenance vehicle of sealed road at 1730hrs. Vehicle entered and exited via Paul Nations Farm gate	Compliant: No actions required
7/03/2022	10am	12.07pm	Cheryl Anderson	Accused site of not delivering Update newsletter	Compliant: However sent another via email for tracking
22/03/2022	9am	10am	PCC	Noise complaint from neighbouring property. PCC arrived and inspected complaint from both neighbours and Quarry. Noise limits well under consents and no action required	Compliant: No Action required
1/04/2022	Unknown (30th March)	2.25pm	GWRC	Neighbour (trespassed) took photo of digger finishing contour drain from hump removal	Compliant: No Action required
4/04/2022	10.02am	12pm	PCC	Neighbours heard noise coming from quarry and also complained about the front gate sign being "premature"	No issues around noise. Gate sign removed temporarily . Sign consent granted and installed on effect of new consent.
5/05/2022	10pm	8am	PCC	Loud noise coming from quarry entrance at 10pm	Compliant: Gate camera picked up TMP trucks turning around in driveway entrance at Kennels
05/07/022	23 June @ 11:20am	10:22am	PCC	Loud explosions heard around Judgeford	Compliant: Not Quarry related. Email sent as quarry also notified PCC of the noises heard
8/07/2022	6.00am	8.30am	PCC	Traffic and noise from Quarry	Compliant: No noise or excessive traffic
14/09/2022	Afternoon	20/09/2022	PCC	Early traffic on Quarry Access road and Noisy activities	Compliant: No early traffic detected on cameras. Noise possibly side casting material off hill during windy day.
8/11/2022	Guy Fawkes night	8/11/2022	WorkSafe	WorkSafe called by Resident concerned the quarry was lighting fires and letting off fireworks	Compliant: Quarry was closed with no one on site. Fire was from farm activities. WorkSafe to call resident and explain
29/11/2023	3.25pm	29/11/2023	Mario (Neighbour/Resident)	BOSCO truck failed to stop at the sign posted stop sign on exit	Advised BOSCO and reported to PCC. Stop work meeting held with BOSCO
17/12/2024	6.13am	12.03pm	PCC	Delivery Truck of Pipes drove in through open gate at 6:13am whist staff was entering and proceeded to Quarry Office. Once truck was noticed on site at office area, was told to wait until 7am to unload.	Site discussion held to ensure entering staff do not allow others to slip through the opening gate until consented hours are reached
30/06/2025	7.55am	9.31am	PCC	Truck Using engine brakes descending access road	Email notification sent to company involved
8/11/20206	9am	10/11/2025	PCC	Quarry operating on Saturday	Compliant: Consent Conditions allow for Saturday works
2/12/2025	4.30pm	03/12/2025 at 10am	Self reported (Fulton Hogan)	Truck turned right at Intersection	Truck company involved driver banned for 1 month, Company issued written warning to driver
9/12/2025	6.40am	10am	PCC	Truck on Access road at 6:40am	Compliant: No trucks on road - No further action
5/12/2025	22-Dec-25	5/01/2026	PCC	Thought Quarry was operational 11.19pm 22 December 25 as complainant saw lights on	Compliant: Quarry shut down over Xmas break. Not operating. Photo evidence & Shutdown checklist submitted to PCC. Lights were security lighting
19/01/2026	4.13pm	14/01/2026	PCC	FH Subbie truck turned right at the intersection	Driver banned for 1 month, New Intersection design to be implemented and TMP updated
28/01/2026	11.30am	11.30am	PCC	Complainant thought quarry cameras were facing the neighbouring properties	Compliant: Photo evidence submitted to PCC showing monitoring cameras as per consent requirements, only focused on potential Murphys Road access points. Cameras only face to quarry/farm property
2/02/2026	9.07am	2/02/2026	PCC	Complainant said a truck was using Engine Brakes descending quarry driveway	Compliant: Photo evidence submitted to PCC showing both trucks coming up into the quarry not going down

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10/03/2026	8.30pm-12.30am	12-Mar	PCC	Night time spotlighting undertaken in accordance of the LMP (Lizard management plan). Complainant asked a series of questions regarding H&S, consents, machinery, hazardous goods, lighting.	Compliant - No Action required
11/03/2026	1.32pm	19-Mar	PCC	Complainant said a truck was speeding along the quarry driveway	Compliant - The truck at the time was driving up hill, fully loaded and observed on camera footage
13/03/2026	4.04pm	19-Mar	PCC	Complainant indicated excessive noise levels at their property.	Compliant - Field testing completed showing noise limits below district/consent.
16/03/2026	8.57am	19-Mar	PCC	Complainant indicated excessive noise with engine braking	Compliant - 4/5 trucks on the road at this time are not fitted with engine brakes. 1 x truck that is did not use engine brakes as was checked by manager at the time of complaint. This is seen in video footage. It also took this truck 22 minutes to descend the driveway as no engine brakes can be used
11/06/2026	9.57am	12/06 at 9.43am	PCC	Trucks accelerating heavily while travelling up towards the quarry, the use of air brakes by trucks descending from the quarry, the sound of bins being moved and struck within the quarry site, reversing alarms, and prolonged truck idling.	Compliant - No Action required
12/06/2026	9.03am	12/06 at 9.43am	PCC	Complainant indicated constant noise	Compliant - No Action required
19/06/2026	10.40am	11.44am	PCC	Sound of trucks driving up Access Road to Quarry	Compliant - No Action required