

Boral St Peters Complaints Register 2025

Date / time	Method of complaint (phone, face to face etc)	Details of complainant (if given)	Nature of complaint	Action taken	Reason for no action (if applicable)	Follow up
10/10/2024	Council via email	"Customer works up the road from Boral Concrete. They have a lot of trucks coming and going daily which create a lot of dust in the air and dirt on the road. Boral usually maintains the road to keep it clean but customer has advised that they haven't been doing that so much lately. It's so dusty and dirty today that customer wanted to report it to Council. They would like a ranger to attend Boral Concrete to discuss this with them"	Dust complaint	Reviewed site activities and provided photos of current site status to EPA as requested.	N/A	No contact details for follow up with community member
26/11/2024	Council via email	"Dust from Boral Cement works at the end of Burrows Road South is all over the roadway and is blowing all over the place. This has been like this for the last 3 days."	Dust complaint	Internal review occurred for mitigation measures. Site to increase hours of sweeper operations.	N/A	No contact details for follow up with community member