

Dixon Sand Pty Ltd

Old Northern Road Quarry

Complaints Register - Summary

Period	Number of Complaints received	Complaint Register / Summary Published on Website
July 2025	0	25 August 2025
August 2025	0	10 September 2025
September 2025	1	13 October 2025
October 2025		
November 2025		
December 2025		
January 2026		
February 2026		
March 2026		
April 2026		
May 2026		
June 2026		
Total No. of Complaints	0	

Dixon Sand Pty Ltd - Complaints Register

Date Received	10/09/2025	Time	11:05 am	Complaint Received By	Hunny Churcher
Contact Methodology	Email from PF Formation	Complaint Nature	Haulage truck		
Issue(s) raised					
- PF Formation received the initial complaint on 09/09/25 and after verifying the truck involved, the complaint was passed onto Dixon Quarry Group on 10/09/25. - The Complainant claimed the truck was speeding and driving all over the road in an erratic manner - Photograph of the truck (with trailer registration) was supplied by the Complainant.					
Recommendation(s)					
- Dixon Management to investigate the supplied photo and identify the location of the incident - Dixon Management to contact the truck company and inform them of the complaint - Dixon Management to enforce the relevant procedure.					
Outcome / Action(s) / Future Action(s)					
- The location of the incident was identified to be outside of Maroota area in Glenorie. As this is outside of the local Maroota area, the truck company is responsible for implementing their internal company complaint protocol, investigation and disciplinary action. - Dixon’s Management contacted the truck company and informed them of the specifics of the complaint. - No further action required.					
Closed Out Date	11/09/2025	Closed Out By	Hunny Churcher & Jamie Baker		