



Department of  
**Environment and Science**

Ref CTS32131/18

15 November 2018

Mr Philip Best  
3 Sir Samuel Griffith Drive  
Mt Coot-tha  
TOOWONG QLD 4066  
Previous Email: philbest313@gmail.com

Dear Mr Best

Thank you for your emailed complaint dated 26 October 2018 regarding the operations of Brisbane City Council's Mount Coot-tha Quarry and your dealings with the Department of Environment and Science (the department) in regard to the regulation of the quarry. As your complaint in part relates to concerns about particular officers of the department, the matter has been assigned to my area for investigation, as it is independent of any previous departmental dealings concerning the Mount Coot-tha quarry.

The department generally aims to resolve complaints within 20 business days however this is dependent on the level of complexity. In this case, in acknowledging the history cited in your email, I would anticipate that an extension to this timeframe may be necessary in order for the department to conduct a thorough investigation. Accordingly, if a response cannot be provided within the 20 business day timeframe, the department will contact you to advise the status of your complaint and the anticipated timeframe for response.

Should you have any further enquiries, please do not hesitate to contact Miss Liz Clarke, Manager (Compliance) of the department on telephone (07) 3330 5979 or email [liz.clarke@des.qld.gov.au](mailto:liz.clarke@des.qld.gov.au).

Yours sincerely

A handwritten signature in black ink, appearing to read "Neil Cambourn".

Neil Cambourn  
**Executive Director**  
**Energy, Extractive and South West Queensland Compliance**