



Coal Handling and Processing Plant (CHPP)

2025 Complaints Register

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
01	Email	16/05/2025	EPA received a report of coal dust on Highway on the 14 th May	Site Inspection immediately after notification from EPA – Indicated no coal dust runoff present	Provided EPA with further information.
02	Gunnedah Office Visit	25/08/2025	Community member reported a traffic hazard regarding a GBH Coal Road Train merging onto Kamilaroi Highway	No footage of incident could be found. A merging awareness toolbox slide will be rolled and a review of road signage undertaken.	Complainant contacted and closed out.