



Coal Handling and Preparation Plant (CHPP)
2019 Complaints Register

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
1	Telephone	22/03/2019 15:00	Road not being fully covered by street sweeper.	Street sweeper route confirmed to cover entire road section.	Additional day added to street sweeper routine in order to ensure better coverage.