

MAULES CREEK COAL MINE
2019 Community Complaints Register

Date received	Method	Category	Nature of Complaint	MCCM Response
5/02/2019	Phone	Noise	Complaint received from a Landholder regarding dust on the 27 March 2019.	Monitoring results and operational details reviewed. Response provided to complainant.
19/03/2019	Email	Cultural Heritage	Complaint received from a Community member regarding cultural heritage engagement on the 19 March 2019.	Field work engagement reviewed against Project Approval requirements
27/03/2019	Phone	Dust	Complaint received from a Landholder regarding dust on the 27 March 2019.	Monitoring results and operational details reviewed.
21/05/2019	Phone	Traffic	Complaint received from a Landholder regarding traffic on the 21 May 2019.	Site vehicle data reviewed and response provided to the complainant.
28/06/2019	Email	Blast	Complaint received from a Landholder regarding a blast on the 28 June 2019.	Monitoring results and operational details reviewed. Response provided to complainant and regulatory agency.
1/08/2019	Email	Blast	Complaints received by EPA regarding a blast on the 31 July 2019 and other dust complaints.	Monitoring results and operational details reviewed. Response provided to complainant and regulatory agency.
16/08/2019	Email	Dust	Complaint received by EPA regarding dust from Maules Creek Coal Mine on the 16 August 2019.	Monitoring results and operational details reviewed. Response provided to regulatory agency.
23/08/2019	Email	Blast	Complaint received from a Landholder regarding a blast on the 23 August 2019.	Monitoring results and operational details reviewed. Response provided to complainant.
26/08/2019	Phone	Blast	Complaint received from a Landholder regarding a blast on the 23 August 2019.	Monitoring results and operational details reviewed. Response provided to complainant.
27/08/2019	Phone	Blast	Complaints received by EPA regarding a blast at MCCM on the 23 August 2019	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.

Date received	Method	Category	Nature of Complaint	MCCM Response
17/09/2019	Phone	Dust	Complaint received from a Landholder regarding dust on the 17 September 2019.	Monitoring results and operational details reviewed.
28/09/2019	Phone	Traffic	Complaint received from a resident regarding traffic on the 28 September 2019.	Investigation conducted and response provided to the complainant.
28/09/2019	Phone	Dust	Complaint received from a resident regarding dust from another site on the 28 September 2019.	Investigation conducted and response provided to the complainant.
10/10/2019	Phone	Blasting	Complaint received from a Landholder regarding a blast on the 28 August 2019.	Investigation conducted and response provided to the complainant.
11/10/2019	Phone	Blasting	Complaint received from a Landholder regarding a blast on the 28 September 2019.	Investigation conducted and response provided to the complainant.
14/10/2019	Phone	Blasting	Complaint received from a Landholder regarding a blast on the 28 August 2019.	Investigation conducted and response provided to the complainant.
15/10/2019	Email	Blasting	Complaints received by DPIE regarding a blast on the 28 September 2019.	Monitoring results and operational details reviewed. Response provided to regulatory agency.
18/10/2019	Email	Traffic	Complaint received from a Landholder regarding traffic on the 18 October 2019.	Investigation conducted and response provided to the complainant.
13/11/2019	Email	Traffic	Complaint received from a Landholder regarding traffic on the 13 November 2019.	Investigation conducted and response provided to the complainant.
19/11/2019	Email	Traffic	Complaint received from a Landholder regarding traffic control on the 19 November 2019.	Investigation conducted and response provided to the complainant.