

**MAULES CREEK COAL MINE**  
**2025 Community Complaints Register**

Date received	Method	Category	Nature of Complaint	MCCM Response
No complaints received in January				
25/02/2025	Email	Biodiversity	Questions were raised by a member of the community relating to the status of the Stage 3 BTM Biodiversity Strategy	MCC reviewed the data and provided a response to the DPHI
7/03/2025	Email	Blasting	Local landholder complained about two blasts fired on 7th March. The blast was audible at their residence.	MCC blast on one occasion on the 7th March. A review of the data confirmed that the blast complied with the approved overpressure levels and operating conditions. The complainant was contacted and informed that the blast was in compliance.
7/03/2025	Email	Blasting	Local resident complained about a blast on the 7th March at approximately 11am. The complainant described it as being very loud followed by a sulphur smell.	This blast was not detonated by MCC. The complainant was contacted and informed that MCC did not blast at this time.
10/03/2025	Email	Blasting	A complaint was received by the EPA regarding the two blasts which were detonated by MCC on the 7th March. The complaint related to dust and noise.	MCC only blasted on one occasion on the 7th March. MCC provided the requested information to the EPA, showing compliance with the operating conditions.
2/04/2025	Email	Dust	The EPA received a complaint regarding dust emissions at the site, referencing two specific dates in February and March.	MCC reviewed the data and provided a response to the EPA.
No complaints received in May				
No complaints received in June				
21/07/2025	Email	Blasting	Local resident complained about a blast on the 21st July 2025 at approximately 12:40pm. The blast shook their residence.	MCC reviewed the data and provided a response
No complaints received in August				
No complaints received in September				
No complaints received in October				
No complaints received in November				