

**MAULES CREEK COAL MINE
2017 Community Complaints Register**

Date received	Method	Category	Nature of Complaint	MCCM Response
10/01/2017	Email	Air quality	Complaint received by the EPA regarding visible dust at the complainant's property located to the north-west of the mine on the 9 January.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
10/01/2017	Email	Air quality	Complaint received from the EPA who were notified of dust on the complainant's property at approximately 6am on the 6th January 2017. Complainant located to the north-west of the mine.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
10/01/2017	Email	Air Quality & Noise	Complaint received via the EPA on 4 January regarding machinery noise from 7am on 3rd January and a grey coloured dust at the complainant's property located to the north-west of the mine.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
10/01/2017	Email	Air quality	Complaint registered with the EPA advising of southeast winds and a haze of dust at 9pm and 5:30am over the complainant's property on the 4 January. Complainant stated their property was located to the north-west of the mine.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
11/01/2017	Email	Air quality	Complaint received by the DPE relating to dust allegedly from MCCM operations over the last week.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
10/01/2017	Email	Air quality	Complaint received by the EPA relating to dust allegedly from MCCM on the 22 and 23 December 2016.	MCCM reviewed real time monitoring results, operational activities and management measures. MCCM prepared a response for the regulatory agency.
10/01/2017	Email	Air quality	Complainant contacted the EPA regarding a grey coloured dust on the house and property on 30 December at approximately 6am.	MCCM reviewed real time monitoring results, operational activities and management measures. MCCM prepared a response for the regulatory agency.
11/01/2017	Phone	Traffic	Complaint received from a Boggabri resident regarding an employee transport bus on the 11 January 2017 .	Meeting with the complainant by a Whitehaven Coal representative to address concerns.
19/01/2017	Email	Blast	Complaint received via the DPE on the 19 January in response to blasts on the 9, 18 and 19 January 2017. No specific details of the complainant location in respect to the operation.	MCCM reviewed data and monitoring results and provided a response to the regulatory agency in relation to each individual blast.
30/01/2017	Email	Blast	Complaint received via the EPA of a community member alleging blast fume on the 27 January. Complainant noted the blast plume did not leave the mine premises. Location of complainant not provided. Community member also alleged increasing occurrence of blast fume.	MCCM reviewed data and monitoring results and provided a response to the regulatory agency in relation to the blast.
3/02/2017	Email	Air quality	Complaint received by the EPA regarding dust from the mine at approximately 5:50am and stated as ongoing at time of call at 8:25am. Complainant alleged a continual grey dust in the atmosphere.	MCCM reviewed real time monitoring results, operational activities and management measures. MCCM prepared a response for the regulatory agency.

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3/02/2017	Email	Air quality	The EPA received a complaint reporting a cloud of dust at 6am from the operation. The caller described dust limiting view of a nearby row of hills and reported stinging eyes at 6am. Complainant advised high dust in recent weeks and highest community seen in last few years.	MCCM reviewed real time monitoring results, operational activities and management measures. MCCM prepared a response for the regulatory agency.
3/02/2017	Email	Air quality	Complainant submitted a complaint with the EPA relating to dust over their house and property from the mine during the morning.	MCCM reviewed operational and monitoring details and provided a response to the regulatory agency.
3/02/2017	Email	Noise	Complaint submitted to the EPA alleging high noise from Maules Creek Coal Mine. Complainant indicated it sounded like a freight train with a continual drumming sound which was ongoing and noticed at 17:00 on 2 February.	MCCM reviewed operational and monitoring details and provided a response to the regulatory agency.
7/02/2017	Email	Other	DPE received a complaint from a Registered Aboriginal Party (RAP) alleging non-compliance with the Aboriginal Archaeology and Cultural Heritage Management Plan.	MCCM provided a response and relevant information to the regulatory agency.
20/02/2017	Phone	Traffic	Local resident contacted a Whitehaven Coal representative regarding Maules Creek bus drivers allegedly not giving way to an emergency vehicle.	Contacted by Whitehaven Coal representative to discuss complaint.
21/02/2017	MCCM community line	Noise & Air quality	Complaint received from a community member regarding noise during most of the previous night and also reported high dust levels.	Contacted by Whitehaven Coal representative to discuss complaint.
22/02/2017	MCCM community line	Air quality	Complaint received at approximately 9:30pm regarding dust at the Maules Creek Coal Mine and reference to the Maules Creek Project Approval.	Contacted by Whitehaven Coal representative to discuss complaint and details.
26/02/2017	MCCM community line	Air quality	Complaint received via the community contact line at 6:13pm from a neighbouring resident in relation to dust and querying mitigation.	Contacted by Whitehaven Coal representative to discuss complaint and actions.
27/02/2017	MCCM community line	Air quality	Dust complaint received at approximately 10:24am. Complainant also enquired into what management measures were in place in accordance with approval.	Contacted by Whitehaven Coal representative to discuss complaint and actions.
28/02/2017	Email	Air quality & noise	Complainant notified the EPA reporting of dust coming from the mine and described a constant roar of machinery on 27 February and on 28 March at 1:00am which awoke the complainant. Noise described as dozers, trucks and air horns by the complainant.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
28/02/2017	Phone	Lighting	Complaint received from a community member regarding light during the night time from the operations.	Whitehaven Coal met with complainant to discuss complaint.
2/03/2017	Email	Blast	Complaint received via the EPA who had received a complaint alleging that the plume from a blast has left the project boundary and travelled a significant distance off the premises on the 28 February.	MCCM reviewed monitoring details and available information. Response with relevant information provided to the regulatory agency.

Date received	Method	Category	Nature of Complaint	MCCM Response
3/03/2017	MCCM community line	Air quality	Dust complaint from neighbouring resident requesting suspension of operation to minimise dust at approximately 9:20am and 9:29am.	Operational personnel notified. Operations and topsoil equipment location and operation reviewed. Response provided to complainant.
7/03/2017	Email	Noise	Complaint received by EPA regarding machinery noise at approximately 9:00pm on 6 March from Maules Creek Coal Mine. Complainant described a loud noise at 10:37pm and machinery noise continuing through the night.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
7/03/2017	Email	Noise	Complaint received by the EPA regarding first noticed dust and machinery noise from Maules Creek coal mine approx. 7am on 7 March. Location of complainant unknown.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
7/03/2017	Email	Air quality & noise	Complaint received by the EPA who advised the complainant reported dust observed in the air from the Maules Creek Coal Mine, and constant noise from machinery and air horns on the 6 March at approximately 7:40am.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
8/03/2017	Email	Air quality & noise	Complaint received by the EPA regarding noise and dust from machinery. The mine noise commenced at 4.30am and dust noticed at approximately 7.00.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
9/03/2017	MCCM community line	Blast	Complaint received regarding blast notification complaining there was not 24 hour notification provided prior to the scheduled blast	Blast postponed and regulatory agency advised.
10/03/2017	MCCM community line	Blast	Complaint via community hotline at 6:16am requesting blast to be postponed as complainant hadn't received notification 24hrs prior to the blast.	Blast postponed and regulatory agency advised.
10/03/2017	MCCM community line	Noise	Noise complaint from neighbouring resident at 10:17pm alleging noise 'very loud above television'.	Response provided to the complainant following review of monitoring & operational information.
10/03/2017	Email	Air quality & noise	Complaint received by the EPA regarding dust and noise from machinery at Maules Creek mine on 10 March at 04:00am. Location advised to be north of the mine.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
10/03/2017	Email	Noise	Complaint received via the EPA on 10 March regarding heavy machinery noise for 2 hours at the time of call at approximately 8:33pm.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
11/03/2017	Email	Noise	Complaint received by the EPA on the 11 March described as heavy machinery noise which started at 10:30pm on 10 March and at 1:18am during morning 11 March. Noise reportedly stopped then restarted at 7:00am.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
13/03/2017	Email	Noise	Complaint received by EPA regarding noise on 13 March that was described by the complainant as sounding 'like a truck' through the complainant's house and a 'drumming sound which had been roaring' during the week. The noise was advised as present day and night from Monday to Friday.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.

Date received	Method	Category	Nature of Complaint	MCCM Response
13/03/2017	Email	Blast	Complaint received via EPA regarding dust impact reportedly upon a residence from a blast at MCCM on 11 March 2017.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
13/03/2017	Email	Blast	Complainant contacted DPE alleging that best practice management to minimise off-site dust emissions was not followed by the operation.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
24/03/2017	Email	Noise	Complaint received by the EPA regarding noise on the 23 March at 7:40am describing 'rocks being dumped into the back of the truck' and the noise being continuous and still present at 8:50am. Complainant informed noise also audible during most of the day.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
24/03/2017	Email	Air quality	Complaint received by the EPA on 24 March notifying of a dust haze from Maules Creek Coal Mine, allegedly covering complainants property. Caller noticed the dust at 6:35am and also at approximately 8am. The complainant notified of a thick dust haze covering the whole property and observations of several dust point sources from the mine.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
24/03/2017	Email	Noise	Complaint received by the EPA regarding noise at 23 March at 9:34am from MCCM described as a 'constant roar' and 'track noise of crashing of rock onto steel'.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
27/03/2017	Email	Noise	Complaint received by the EPA regarding machinery noise from Maules Creek Coal Mine, reportedly started at 7am and continuing at time of complainant call to the EPA at 8:19am.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
3/04/2017	MCCM community line	Air quality	Complaint received from a local community member regarding air quality on the 1st and 3rd April.	Monitoring results and operational details reviewed. Response provided to complainant.
3/04/2017	MCCM community line	Traffic	Complaint regarding driving behaviour of a contractor on route to operation from Narrabri was received via the community line.	Complainant contacted and engagement with contractor undertaken.
5/04/2017	MCCM community line	Blast	Complaint received on the 5th April from a local landholder alleging post-blast dust travelling onto their property.	Monitoring results and operational details reviewed. Response provided to complainant.
7/04/2017	MCCM community line	Air quality	Call received through the hotline at approximately 7:26am regarding visible dust alleging to encompass the landholders property. Response requested via email.	Monitoring results and operational details reviewed. Response provided to complainant.
8/04/2017	MCCM community line	Air quality	Call received from a community member at approximately 7:27am regarding visible dust. Response requested via email.	Monitoring results and operational details reviewed. Response provided to complainant.
10/04/2017	MCCM community line	Air quality	Complaint received via the community contact line regarding air quality and dust allegedly on local private properties at approximately 7am on 10 March. Response requested via email.	Response provided to the complainant as requested in writing.

Date received	Method	Category	Nature of Complaint	MCCM Response
11/04/2017	MCCM community line	Noise	Complainant contacted the community line at 8:55pm and 10pm describing offensive and intrusive noise and requesting new management measures to reduce noise levels. Response requested via email.	Monitoring results and operational details reviewed. Complainant contacted by email.
11/04/2017	Email	Noise	The EPA received three complaints alleging excessive noise from MCCM the evening of 10 April 2017 (starting around 730pm) to the morning of 11 April 2017. The complaints refer to heavy machinery noise and a large thumping sound.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
13/04/2017	Email	Blast	The EPA received a complaint about a blast on 5 April 2017. The complaint alleging a loud blast at 1pm followed by burning odours of sulphur at about 1:29pm. The blast dust cloud was reportedly dark in colour at first then started turning yellow as time went by.	MCCM reviewed details and information from the blast and provided a response to the regulatory agency.
13/04/2017	Email	Noise & Air quality	The EPA received two complaints from local landholders alleging noise impacts at their properties from 7:30pm and noise from 7:30am as well described as constant heavy machinery. Machinery noise and steel tracks could reportedly be heard during the night and reducing at approximately 22:45. Complainant also notified of dust related to 13 April at 6:30am and onwards past 9am. The complaint registered that dump trucks, scrapers and diggers in operation with dust reported by the complainant as clearly seen coming from the mine onto their property.	MCCM provided a response and relevant operational and monitoring information to the department.
14/04/2017	MCCM community line	Noise	Complainant contacted the community line at approximately 9:14pm regarding noise from the mine. Response requested via email.	Monitoring results and operational details reviewed. Complainant contacted by email.
16/04/2017	MCCM community line	Noise	Complaint received from neighbouring landholder describing a rolling low frequency noise at approximately 8pm. Response requested via email.	Monitoring results and operational details reviewed. Complainant contacted by email.
26/04/2017	MCCM community line	Noise	Complaint received at 8:54pm from a neighbouring landholder. Complained they could hear horns. Response requested via email.	Monitoring results and operational details reviewed. Complainant contacted by email.
27/04/2017	MCCM community line	Blast	Complainant contacted the community hotline concerned about the scheduled blast and overcast weather conditions requesting the blast to be delayed.	Blast conditions reviewed and suitable for blast to be undertaken. Complainant contacted and details and relevant information provided to the regulatory agency.
27/04/2017	MCCM community line	Noise	Complaints received from a landholder regarding they could hear horns with reportedly 31 horns between 7:30 to 7:45pm and 19 horns from 8-8:15pm. Email response requested.	Reviewed operations. A response sent to complainant
27/04/2017	Email	Noise	DPE and EPA received a complaint from a neighbouring landowner regarding noise at Maules Creek Coal Mine from approximately 9pm until 5am (26-27 April).	Operational information reviewed and response provided to the complainant.
27/04/2017	Email	Blast	The Department Planning & Environment (DPE) received two complaints from neighbouring landholders regarding a scheduled blast and overcast meteorological conditions.	Blast conditions reviewed and suitable for blast to be undertaken. Details and relevant information provided to the regulatory agency.

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28/04/2017	MCCM community line	Noise	Complainant contacted the community hotline at 6:07pm notifying they could hear a dozer and measures implemented.	Reviewed operations and monitoring results. A response sent to complainant
28/04/2017	Email	Noise	DPE received a complaint from a landholder to the northwest of the operation regarding mine noise for noise 27th April at approximately 7:30pm through to 1:30am.	MCCM provided a response and relevant operational and monitoring information to the department.
29/04/2017	Whitehaven website	Noise & lighting	Complaint received on the 29 April relating to the 27th & 28th of April regarding noise levels between 8pm & 9.30pm. Local resident also requested direction of lighting is adjusted.	Operational information reviewed and response provided to the complainant.
29/04/2017	MCCM community line	Air quality	Call received through the community line at 7:10am regarding observation of dust. Email response requested.	Operational and monitoring results reviewed. A response provided to complainant.
30/04/2017	MCCM community line	Noise	Calls received from a landholder to the north-west of the operation via the community line at approximately 6:56pm and 7pm regarding mining noise reportedly commencing from 6pm. Complainant requested mine not to be loud as previous night. Email response requested.	Operational and monitoring results reviewed. A response provided to complainant.
2/05/2017	Email	Noise	DPE received complaints from nearby residents regarding noise from the mine on the evenings of Friday 28 April, Saturday 29 April and Sunday 30 April.	MCCM provided a response and relevant operational and monitoring information to the department.
2/05/2017	MCCM community line	Noise	Complaint received at approximately 11pm from a neighbouring resident regarding noise and requesting measures to be put in place.	Operational information reviewed and a response provided to the complainant.
5/05/2017	MCCM community line	Noise	Complaints received from a landholder between 7:15pm to 7:30pm regarding noise and audible dozer tracks.	Operational information reviewed and a response provided to the complainant.
7/05/2017	MCCM community line	Noise	Complaint received at approximately 6:35pm regarding complainant feeling a rolling low frequency noise and requesting measures to be implemented for the CHPP.	Operational information reviewed and a response provided to the complainant.
8/05/2017	MCCM community line	Noise	Complaints received from a neighbouring residence between 8-10pm regarding mine noise.	Operational information reviewed and a response provided to the complainant.
9/05/2017	MCCM community line	Noise	Complaint received from a neighbouring resident at approximately 7pm regarding a rolling low frequency noise that was considered annoying by the resident generated by the mine.	Operational information reviewed and response provided to the complainant.
10/05/2017	MCCM community line	Noise	Complaints from a neighbouring residence regarding noise between 7-8pm regarding noise perceived to be excessive.	Operational information reviewed and a response provided to the complainant.

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11/05/2017	MCCM community line	Noise	Complainant advised they could hear a dozer. Also complaint regarding feeling low frequency noise inside property at approximately 7:50pm	Operational information reviewed and a response provided to the complainant.
14/05/2017	Whitehaven website	Noise	Complaint received from a neighbouring resident regarding noise at 6.50pm May 14th 2017.	Operational information reviewed and response provided to the complainant.
15/05/2017	MCCM community line	Noise	Complaint regarding noise at approximately 8am from a neighbouring landholder.	Operational information reviewed and a response provided to the complainant.
16/05/2017	MCCM community line	Noise	Complaint from residence at approximately 7:20am regarding noise last night from the mine	Operational information reviewed and a response provided to the complainant.
16/05/2017	Email	Noise	The EPA advised they received a number of complaints about noise coming from MCCM for the evening 14 and 15 May and early morning 16 May primarily between the times 8pm to 10:30pm and midnight to 230am. During the 14 May at 9pm to early morning 4am and 5:30am on 15 May 17.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
19/05/2017	Email	Traffic	A complaint was received via DPE who received a complaint regarding traffic management at Maules Creek Coal mine related to access to the mine and local roads.	MCCM reviewed signs and traffic management measures and provided a response to the regulatory agency.
22/05/2017	MCCM community line	Noise	Complaint from residence at approximately 7am and 9:20am regarding noise, including low frequency noise described within the house.	Operational information reviewed and a response provided to the complainant.
25/05/2017	MCCM community line	Noise	Complaints between approximately 6:50pm and 8:50pm regarding mine noise described as loud and offensive.	Operational information reviewed and a response provided to the complainant.
26/05/2017	MCCM community line	Noise	Complaints received from 5:30 to 8:30am regarding increasing mine noise and dozer noise audible.	Operational information reviewed and a response provided to the complainant.
25/05/2017	Email	Blast	The EPA received a complaint about a blast that occurred at MCCM on Friday 19 May 2017. The EPA requested details related to the blast.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
25/05/2017	Email	Noise	The EPA received complaints from a resident who could hear machinery and truck loading noise from Maules Creek Coal mine starting on 24 May at 8:30pm until 12:30am, restarted again at 2am and continuing. Second caller noted noise from approximately 2:30am to 4am. The noise described as machinery noise and the coal washery plant from 4am to 8am.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.

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26/05/2017	MCCM community line	Noise	Complaint received at approximately 8pm regarding mine noise heard by the complainant, as crashing & banging sounds.	Operational information reviewed and a response provided to the complainant.
29/05/2017	MCCM community line	Noise	Complaint received at approximately 9pm from a landholder regarding mine noise that was considered annoying.	Operational information reviewed and a response provided to the complainant.
31/05/2017	MCCM community line	Noise	Complaints received from a landholder between 6:30pm-8:20pm regarding noise.	Operational information reviewed and a response provided to the complainant.
1/06/2017	Email	Noise	DPE received a complaint about noise from MCCM for the evening of 29 May and 31 May and early morning 1 June.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
1/06/2017	MCCM community line	Noise	Complaint received at approximately 8:30am regarding mine noise allegedly very loud and requesting noise mitigation measures.	Operational information reviewed and a response provided to the complainant.
1/06/2017	MCCM community line	Noise	Complaint received at 7:03pm regarding mine noise allegedly very loud and requesting noise mitigation measures.	Operational information reviewed and a response provided to the complainant.
2/06/2017	MCCM community line	Noise	Two complaints were received from a neighbouring resident between 9:30 and midnight related to mine noise. Email response requested by the complainant.	Operational information reviewed and a response provided to the complainant.
5/06/2017	MCCM community line	Noise	Noise complaint received from a neighbouring community member at 11:59pm related to mine noise described as 'very loud'.	Operational information reviewed and a response provided to the complainant.
6/06/2017	MCCM community line	Noise & lighting	Noise complaint received from a neighbouring community member at 9am and also registering a complaint about lighting for the night time.	Operational information reviewed and a response provided to the complainant.
6/06/2017	MCCM community line	Noise	Complaints received from a neighbouring landholder regarding noise described as 'very loud' and mine noise and dozer tracks.	Operational information reviewed and a response provided to the complainant.
6/06/2017	Email	Other	The DPE received a complaint from a neighbouring resident on 5 June regarding a blast notification not received prior to the blast on Monday at MCCM. The complainant acknowledged partner and other neighbours did receive notification.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
7/06/2017	Email	Noise	The EPA received a complaint about noise from MCCM for the night of the 6-7. The complaint registered related to 'sound like a wash plant but the continuous crashing noise of material onto steel'.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.

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7/06/2017	MCCM community line	Noise	Complaint received from a resident at 2am related to mine noise allegedly waking up the resident.	Operational information reviewed and a response provided to the complainant.
7/06/2017	MCCM community line	Noise	Complainant registered two complaints through the community hotline between 8 and 9am related to mine noise.	Operational information reviewed and a response provided to the complainant.
7/06/2017	MCCM community line	Noise	Complaint received through the community phone line at 7:40pm stating 'miners are very loud'.	Operational information reviewed and a response provided to the complainant.
8/06/2017	Email	Other	The Department Planning & Environment received of the Lawlers Well area was conducted without the biodiversity protocols of checking the trees, tapping the trees etc. prior to felling them	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
8/06/2017	MCCM community line	Noise	A complaint was received via the community line at approximately 9:40am alleging the mine was very loud. Email response was requested.	Operational information reviewed and a response provided to the complainant.
8/06/2017	MCCM community line	Noise	Complaint received from a local landholder at approximately 2pm registering a complaint regarding 'noise' - no other details provided. Email response requested.	Operational information reviewed and a response provided to the complainant.
8/06/2017	MCCM community line	Noise	A complaint was received from a local landholder at approximately 7pm regarding audible dozer tracks and occasional horn noises from MCCM, complainant advised wishing to go to sleep.	Operational information reviewed and a response provided to the complainant.
9/06/2017	MCCM Community Line	Noise	A community member contacted the complaints line at approximately 3am regarding mine noise.	Operational information reviewed and a response provided to the complainant.
10/06/2017	MCCM Community Line	Blast	Community member contacted the community line at approximately 9:50am expressing concern regarding overcast conditions for a blast scheduled at 10am that day.	Operational information reviewed and a response provided to the complainant.
14/06/2017	Email	Blast	NSW EPA received a number of complaints about a blast that occurred at MCCM on Saturday 10 June 2017. The complaints alleged that the plume from the blast passed over their property and impacting the residents.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
15/06/2017	MCCM Community Line	Noise	Complaints received from a local community member between 6:35pm and 7:15pm regarding they could hear dozer tracks and second complaint regarding noise.	Operational information reviewed and a response provided to the complainant.
14/06/2017	MCCM Community Line	Blast	Complaint received relating to a blast at approximately 10am on 10 June regarding blast dust.	Operational information reviewed and a response provided to the complainant.
15/06/2017	MCCM Community Line	Noise	Complaint received from a community member at approximately 7:45pm stating mine is loud and requesting an email tomorrow.	Operational information reviewed and a response provided to the complainant.
16/06/2017	MCCM Community Line	Noise	Complaint received at approximately 10:45am from a local landholder stating that dozer tracks and 'crashing' sound is audible. An email response was requested at any time.	Operational information reviewed and a response provided to the complainant.

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16/06/2017	MCCM Community Line	Noise	Call received from a local community member at 8:20pm and 8:45pm through the community line regarding mine noise.	Operational information reviewed and a response provided to the complainant.
17/06/2017	MCCM Community Line	Noise	Calls were received from a complainant at 6.41pm and 7:28pm via the community complaint line stating they could hear dozer tracks and would like it to stop, with an email requested during business hours.	Operational information reviewed and a response provided to the complainant.
18/06/2017	MCCM Community Line	Noise	Complaint at 8.50am and 9:35am via a local landholder with mine noise stated as 'very loud and intrusive'. Email response requested by the complainant	Operational information reviewed and a response provided to the complainant.
19/06/2017	MCCM Community Line	Noise	A complaint was received via the community line at approximately 8:25am requesting the mine to modify operations stating the mine was loud.	Operational information reviewed and a response provided to the complainant.
19/06/2017	MCCM Community Line	Blast	A complaint was received via the community line at approximately midday requesting a scheduled mine blast to be postponed or cancelled due to wind direction.	Operational information reviewed and a response provided to the complainant.
19/06/2017	MCCM Community Line	Noise	A complaint was received from a local landholder at 7.39pm through the community line stating they could hear dozer track sound.	Operational information reviewed and a response provided to the complainant.
20/06/2017	MCCM Community Line	Blast	Complaint received via the community line at 12:36pm registering concern and requesting blast postponed that was scheduled for 1pm due to wind direction towards the complainant's property.	Operational information reviewed and a response provided to the complainant.
21/06/2017	MCCM Community Line	Noise	A community member contacted the complaint line at approximately 10:19am registering a complaint regarding a loud 'revving' noise from the mine. An email reply was requested.	Operational information reviewed and a response provided to the complainant.
21/06/2017	MCCM Community Line	Noise	Local community member contacted the community line regarding noise concern at 6.50pm and 7pm stating the mine as loud and requesting measures to be implemented sooner. Registered complaint that dozer tracks could be heard.	Operational information reviewed and a response provided to the complainant.
24/06/2017	MCCM Community Line	Noise	A community member registered complaints between 4.55am and 5:30am regarding mine noise as generally loud and to please provide a response via email.	Operational information reviewed and a response provided to the complainant.
26/06/2017	MCCM Community Line	Noise	A complaint was received from a local landholder at approximately 9:44am registering a complaint regarding mine noise, dozer and general mine machines and occasional sound of horns. Complainant requested modifications and response via email.	Operational information reviewed and a response provided to the complainant.
26/06/2017	MCCM Community Line	Noise	A complainant contacted the community line registering complaints (approximately 7.26pm and 8:30pm) regarding mine noise.	Operational information reviewed and a response provided to the complainant.
27/06/2017	MCCM Community Line	Noise	A complaint was received from a local landholder at 2:44pm via the community line regarding mine noise and requesting a response via email.	Operational information reviewed and a response provided to the complainant.
30/06/2017	MCCM Community Line	Noise	A complaint was received from a local landholder at 8:32pm regarding mine noise described as very loud and requesting a response via email.	Operational information reviewed and a response provided to the complainant.
2/07/2017	MCCM Community Line	Noise	A complaint was received from a local landholder at 8:16pm regarding mine noise last night at 11.30pm and 2am and described as very loud and requesting a response via email.	Operational information reviewed and a response provided to the complainant.
8/07/2017	MCCM Community Line	Noise	A complaint was received from a local landholder at 10.16am regarding mine noise and last two nights described as noisy - declined response.	Operational information reviewed
12/07/2017	MCCM Community Line	Noise	A complaint was received from a local landholder at 8:16pm regarding can hear dozers and mine noise.	Operational information reviewed and a response provided to the complainant.

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21/07/2017	Email	Noise	The EPA advised they received a number of complaints about noise coming from MCCM for the 18 to the 21 July. The complainants registered related to "excessive droning noise from heavy machinery", trucks driving on haul road, dump trucks being loaded, dozer tracks, dropping noises and loud machinery noise.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
21/07/2017	MCCM Community Line	Noise	A complaint was received from a local landholder at 8:31pm able to hear dozer tracks.	Operational information reviewed and a response provided to the complainant.
24/07/2017	Email	Noise & Air Quality	The EPA advised they received a complaint for the night of the 21/07/2017 coming from MCCM which was registered as a "loud crashing noise". The complainant also noted excessive dust leaving site on the morning of the 22/07/2017 from "dump trucks on the haul road". A complaint was registered for the 18 and 19/07/2017 regarding very loud noise from heavy machinery.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
31/07/2017	Email	Air Quality	The EPA advised they received complaints alleging dust on the 28, 29, 30 and 31 July especially in the early morning period, for a haze sitting over the mine then moving over their properties.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
12/08/2017	MCCM Community Line	Traffic	A complaint was received regarding MCCM personnel parking location.	Parking location reviewed and a response provided to the complainant.
21/08/2017	MCCM Website	Blast	An email to the website was received from a community member who did not believe they had received a notification regarding the rescheduling of a blast. The SMS provider advised they had received the notification.	MCCM reviewed notification details and a response provided to the complainant.
23/08/2017	Email	Blast	The EPA received two complaints about a blast that occurred at MCCM at ~9am on Saturday 19 August 2017. The complainants alleged a huge explosion, vibration, instantaneous loud boom and subsequent dust cloud.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
23/08/2017	Email	Blast	The EPA received a complaint about a blast that occurred at MCCM at ~13:00 on 22 August 2017. The complainant alleged a huge blast and vibrations and a huge plume in Kaputar Range area. The complainant alleged a blast in overcast conditions on 21 August 2017. MCCM did not blast on the 21 August.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
4/09/2017	Email	Air Quality	The EPA received a complaint about early morning dust over the period of 2,3 & 4 September.	MCCM reviewed operational activities and management measures for this period and provided a response to the regulatory agency.
16/09/2017	MCCM Community Line	Air Quality	A complaint was received via the community line at approximately 8:26am saying dust is very thick.	Operational information reviewed and a response provided to the complainant.
20/09/2017	Email	Air Quality	The EPA received two complaints regarding early morning dust of the 20 September.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
23/09/2017	MCCM Community Line	Air Quality	A complaint was received via the MCCM community line at approximately 6.07am saying dust over property.	Operational information reviewed and a response provided to the complainant.
29/09/2017	Phone	Air Quality	A query was received as to why the blast of the 29 September was dusty.	Operational information reviewed and a response provided to the complainant.
12/10/2017	Email	Social Impacts	The DPE received a complaint regarding MCCM's compliance with social impact controls and management measures of the project.	MCCM reviewed controls and management measures and provided a response to the regulatory agency.
18/10/2017	Email	Noise	The DPE received a complaint regarding negotiated agreements for noise affected properties.	MCCM reviewed controls and management measures and provided a response to the regulatory agency.
18/10/2017	Email	Blast	The DPE and EPA received a complaint about a blast that occurred at MCCM on 18 October 2017. The complainant alleged that the blast left the Project Boundary.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
19/10/2017	Email	Air Quality	The EPA received two complaints about early morning dust haze over the period of 18 and 19 October.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
10/11/2017	Email	Blast	The EPA received a complaint regarding blast fume/dust leaving site.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.

Date received	Method	Category	Nature of Complaint	MCCM Response
13/11/2017	Email	Lighting	The DPE and MCCM received a complaint regarding lighting compliance at MCCM.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
13/11/2017	Email	Air Quality	The DPE received a complaint regarding early morning dust.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
16/11/2017	Email	Noise	A complaint was received from a local landholder stating the wash plant rolling low frequency noise is very annoying.	Operational information reviewed and a response provided to the complainant.
24/11/2017	Email	Noise	A complaint was received from a local landholder stating they can feel the wash plant rolling hum and is annoying	Operational information reviewed and a response provided to the complainant.