

**MAULES CREEK COAL MINE
2018 Community Complaints Register**

Date received	Method	Category	Nature of Complaint	MCCM Response
17/01/2018	Email	Blast	The DPE and EPA received a complaint about a blast that occurred at MCCM on 16 January 2018. 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.
12/02/2018	Email	Air Quality	Complaint received from EPA regarding a significant amount of dust coming from the southern section of the mine at 2pm on the 8 February 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
19/02/2018	Email	Air Quality	EPA received a complaint alleging dust being observed from seven point sources across the Maules Creek mine.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
23/02/2018	Email	Blast	Complaint received from EPA regarding dust and noise from a blast observed at the mine around 1300 on the 22 February 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
28/02/2018	Email	Noise	Complaints received by EPA regarding noise at the mine around 0930 on the 26 February and onwards from 0300 on the 27 February 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
6/03/2018	Email	Noise	Complaints received by EPA regarding noise at the mine on the 4 March and 6 March 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
19/03/2018	Phone	Blast	Complaint received from a Landholder regarding a blast on the 19 March.	Monitoring results and operational details reviewed. Response provided to complainant.
27/03/2018	Email	Blast and Noise	Complaint received from a Landholder regarding blasts on the 19 and 24 March and noise on the night of the 26 March around 2200.	Monitoring results and operational details reviewed. Response provided to complainant.
5/04/2018	Email	Noise	Complaints received by EPA regarding noise at MCCM on the nights of the 6, 7, 8, 9, 13, 28 and 29 March 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
12/04/2018	Email	Blast	Complaint received from EPA regarding a blast at MCCM on the 6 April 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.

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16/04/2018	Email	Blast	Complaint received from the DPE regarding blast notifications.	Website and notification results reviewed and response provided to regulatory agency.
19/04/2018	Email	Blast	Complaint received from a Landholder regarding blast notifications for the blasts on the 19 and 20 April.	Notification results reviewed and response provided to complainant.
27/04/2018	Email	Noise	Complaints received by EPA regarding noise at MCCM on the nights of the 25 and 26 and early morning of the 23 April 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
30/04/2018	Email	Blast	Complaint received from DPE regarding a blast at MCCM on the 26 April 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
28/05/2018	Email	Noise	Complaints were received by EPA regarding noise at MCCM on the night of the 11 April and mornings of the 13, 20, 21, 22 and 23 May 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
1/06/2018	Email	Blast	Complaint received from DPE regarding blast at MCCM on the 1 June 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
15/06/2018	Email	Blast	Complaint received from Landholder and DPE regarding blast at MCCM on the 15 June 2018.	Response provided to regulatory agency and complainant.
8/07/2018	Phone	Noise	Complaint received from Landholder regarding noise at MCCM on the 8 July 2018.	MCCM reviewed operational activities and management measures. Landholder asked not to be called back.
13/07/2018	Text	Noise	Complaint received from Landholder regarding noise at MCCM on the 13 July 2018.	Monitoring results and operational details reviewed. Response provided to complainant.
26/07/2018	Email	Noise	Complaints received by EPA regarding noise at MCCM on the nights of the 1, 10, 19 22 June and 3, 7, 8, 9, 13 July 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.

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27/07/2018	In person	Noise and dust	Complaint received from Landholder regarding noise and dust at MCCM on the 27 July 2018.	MCCM reviewed operational activities and management measures.
30/07/2018	Email	Dust	Complaint received from EPA regarding dust at MCCM during the morning of the 27 July 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
4/09/2018	Email	Blast	Complaints received from EPA, DPE and landholder regarding a blast of the 3 September 2018.	MCCM reviewed operational activities and management measures and provided responses to regulatory agencies and the landholder.
19/09/2018	Email	Noise and Blast	Complaints received by EPA regarding noise at MCCM on the mornings of the 14, 17 August and 9, 10 September and at night on the 9 and afternoon on 10 September 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
21/09/2018	Email	Blast	Complaint received from EPA regarding a blast at MCCM on the 21 September 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
19/11/2018	Email	Blast	Complaint received from DPE regarding a blast at MCCM on the 6 November 2018.	MCCM reviewed operational activities and management measures and provided a response to the regulatory agency.
26/11/2018	Phone	Blast	Complaint received from Landholder regarding a blast on the 26 November 2018.	Monitoring results and operational details reviewed. Response provided to complainant.