

**MAULES CREEK COAL MINE
2020 Community Complaints Register**

Date received	Method	Category	Nature of Complaint	MCCM Response
17/01/2020	Email	Water	Complaint received from Landholder regarding large amount of water flowing in local creek.	MCCM reviewed operational activities and management measures and provided a response to the Complainant.
10/02/2020	Phone	Water	Complaint received from EPA regarding EPS balls in local creek.	Investigation initiated into the location of the EPS balls. PIRMP initiated.
17/02/2020	Email	CCC	Complaint received from DPIE advising of complaint received regarding the Community Consultative Committee	MCCM responded to regulatory agency with information as requested.
29/04/2020	Phone	Dust	Complaint received from EPA regarding a dust complaint for the 4th April 2020.	MCCM reviewed real time monitoring results, operational activities and management measures.
11/05/2020	Email	Noise	Complaint received from EPA regarding a noise complaint on the weekend of the 2nd May 2020	MCCM reviewed real time monitoring results, operational activities and management measures.
20/08/2020	Email	Blast	Complaint received from Landholder regarding a blast on 20 August 2020	Investigation conducted and response provided to the complainant.
20/08/2020	Email	Blast	Complaint received from Landholder regarding a blast on 20 August 2020	Investigation conducted and response provided to the complainant.
20/08/2020	Email	Blast	Complaint received from the EPA regarding a blast on 20 August 2020	Monitoring results and operational details reviewed. Response provided to regulatory agency.
20/08/2020	Phone Call	Blast	Enquiry received from neighbouring mine regarding blast on 20 August 2020.	Investigation conducted and response provided to the General Manager and Mining Operations Manager.
22/08/2020	Email	Blast	Complaint received from Landholder regarding a blast on 22 August 2020	Investigation conducted and response provided to the complainant.
19/11/2020	phone	Visual Impact	Complaint received from Landholder regarding lighting impacts	Investigation undertaken into possible source of light, with review of lighting direction and intensity. Lighting plants were adjusted accordingly.