

**MAULES CREEK COAL MINE  
2023 Community Complaints Register**

Date received	Method	Category	Nature of Complaint	MCCM Response
20/09/2023	Phone	Landholder access	A MCC employee accessed a neighbouring property without permission from the landholder.	On investigation it as identified that permission had been granted for the 21st September. The access process has been reinforced to employees and no access will occur without approval from landholders.
6/10/2023	Email	Noise	The EPA received a complaint relating to noise on the night of the 4th October leading into the morning of the 5th October 2023.	MCC reviewed real time monitoring data, operational activities and management measures and provided a response to the agency.
24/12/2023	Phone	Transport	Bus parked in inconvenient location requiring relocation	Bus was relocated immediately.