

**MAULES CREEK COAL MINE  
2021 Community Complaints Register**

<b>Date received</b>	<b>Method</b>	<b>Category</b>	<b>Nature of Complaint</b>	<b>MCCM Response</b>
9/02/2021	Phone	Noise	Complaint received from Landholder regarding noise from the mining operations.	MCCM reviewed monitoring data and operational activities and provided a response to the Complainant.
10/02/2021	Phone	Lighting	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.
11/02/2021	Phone	Noise	Complaint received from Landholder regarding noise from the mining operations.	MCCM reviewed monitoring data and operational activities and provided a response to the Complainant.
12/02/2021	Email	Noise	Complaint received from EPA regarding a noise complaint on the 10th February 2021	MCCM reviewed real time monitoring results, operational activities and management measures and provided a response to the agency.
19/03/2021	Text	Noise	Complaint received from Landholder regarding noise from the mining operations.	MCCM reviewed monitoring data and operational activities and provided a response to the Complainant.
21/05/2021	Phone	Blast	Complaint received from Landholder regarding dust and potential fume following a blast event.	MCCM reviewed monitoring data and footage of the blast and provided a response to the Complainant.
24/05/2021	Complaints Line	Noise and Lighting	Complaint received from local resident regarding mine noise and lighting.	MCCM reviewed monitoring data and operational activities and provided a response to the Complainant.
25/05/2021	Complaints Line	Noise	Complaint received from local resident regarding mine noise, phone and internet reception.	MCCM reviewed monitoring data and operational activities and provided a response to the Complainant.
5/07/2021	Text	Noise	Complaint received from Landholder regarding noise from the mining operations.	MCCM reviewed monitoring data and operational activities and provided a response to the Complainant.
6/07/2021	Email	Blast	Complaint received via the EPA in relation to a blast.	MCCM reviewed monitoring data and footage of the blast and provided all data to the EPA
10/07/2021	Text	Noise	Complaint received from Landholder regarding noise from the mining operations.	MCCM reviewed monitoring data and operational activities and provided a response to the Complainant.
11/07/2021	Text	Driving	Complaint received from Landholder regarding Contractor driving behaviour in surrounding area.	MCCM discussed with Contractor and provided a response to the Complainant.
19/07/2021	Email	Blast	Complaint received from Local resident relating to vibration following a blast at MCCM.	MCC reviewed the monitoring data from a location in close proximity to complainant, this indicated compliance with blasting conditions. This information was provided to the resident.
29/07/2021	Email	Blast	Complaint received from Local resident relating to vibration following a blast at MCCM.	MCC reviewed the monitoring data from a location in close proximity to complainant, this indicated compliance with blasting conditions. This information was provided to the resident. Information was also provided to the EPA as the complainant had included the EPA in correspondence.
31/07/2021	Email	Blast	Complaint received from Local resident relating to vibration following a blast at MCCM.	MCC reviewed the monitoring data from a location in close proximity to complainant, this indicated compliance with blasting conditions. This information was provided to the resident. Information was also provided to the EPA.
20/08/2021	Email	Blast	Complaint received via the EPA in relation to a blast.	MCCM reviewed monitoring data and provided to the EPA.
13/09/2021	Phone Call	Community	Complaint received regarding inappropriate use of a UHF channel.	MCC reviewed the complaint and found the communications were not coming from the MCCM.
7/10/2021	Email	Community	Complaint received via email regarding Gunnedah based employees and contractors frequenting a Boggabri Hotel.	MCCM reviewed information on whom may have been visiting the Hotel and provided feedback to the Complainant.
14/10/2021	Email	Blast	Complaint received via the EPA in relation to a blast fired on the 7th October 2021.	MCCM reviewed data and provided to the EPA.
25/10/2021	Email	Blast	Complaint received from Local resident relating to vibration following a blast at MCCM.	MCC reviewed the monitoring data from a location in close proximity to complainant, this indicated compliance with blasting conditions. This information was provided to the resident. Information was also provided to the EPA as the complainant had included the EPA in correspondence.
29/11/2021	Phone Call	Community	Complaint received regarding inappropriate use back roads to Maules Creek Mine	MCC reviewed the complaint and found the roads in question were not being used by MCCM employees.