

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

Date received	Method	Category	Nature of Complaint	MCCM Response
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.