

**MAULES CREEK COAL MINE**  
**2024 Community Complaints Register**

Date received	Method	Category	Nature of Complaint	MCCM Response
14/01/2024	Phone	Traffic	People catching bus are parking on a residential street, the complainant advised they were utilising too much of the street and making excessive noise.	MCC has advised the bus driver to alter the pick up point for the bus to the service station at Boggabri.
No complaints received in February				
No complaints received in March				
No complaints received in April				
23/05/2024	Email	Dust	DPHI received an enquiry to the publishing of dust data for the MCCM Project.	MCC compiled the appropriate information and replied to the DPHI.
No complaints received in June				
8/07/2024	Email	Groundwater	Concerns from a local landholder regarding groundwater levels in their stock and domestic bore	MCC have been in contact with the landholder and have commissioned an independent review into the water levels. A letter has been provided reiterating MCC's compliance with relevant criteria.
12/07/2024	Email	Groundwater	Complainant provided an email stating that they act as executor for the late owner of a nearby property. The complainant noted that they seek compensation because an alleged lack of water impacted the recent sale price of the property.	MCC will investigate and provide advice to the complainant.
24/07/2024	Phone	Weeds and Groundwater	Complaint received regarding weeds growing in a Whitehaven owned property and complainant also asking for a guarantee that exploration drilling in the area will not adversely impact the groundwater.	MCC have informed complainant of the extensive weed management conducted on the property. MCC has also provided advice that exploration boreholes are managed in line with the regulators code of practice.
3/08/2024	Website	Traffic	Worker's bus was parking in complainant's front driveway of a morning resulting in members of the household being woken up.	MCC has altered the bus route, removing the need to park in this location.
30/08/2024	Email	CCC	The DPHI received a complaint regarding inadequate consultation on the MCC BMP through the CCC process. The complaint also enquired about the lack of Aboriginal representation on the committee	MCC compiled the appropriate information and replied to the DPHI.
No complaints received in September				
No complaints received in October				
No complaints received in November				
No complaints received in December				