

Narrabri Coal Operations Pty Ltd
2008 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Complaints line	15/02/2008 12:15pm	Speed limit along Kurrajong Creek Road	The speed limit on Kurrajong Creek Road is a matter for Council. Council were advised of the complainants concerns	Council to follow up with complainant
Complaint to site office	9/05/2008 7:35am	Noise from site operations	Project Manager advised General Manager (New Projects) and organised for noise monitoring to be conducted	Noise monitoring not conducted as complainant did not allow noise consultants on the property
Complaint to DECC	10/06/2008	Noise from site operations	DECC advised complainant to allow consultants on site so noise measurements could be taken. Complainant indicated he may allow it if DECC were also on site at the time	Subsequent requests to allow monitoring on site were refused
Complaints line	25/07/2008 12:30pm	ARTC vehicles blocking view down rail line at rail crossing on Kurrajong Creek Road	ARTC immediately contacted and asked to relocate vehicles	Vehicles relocated – no further actions required
Complaint to Environmental Manager	26/08/2008 8:00am	Mine noise & request for real time monitor	Advised complainant of incidence of inversion and impact on noise levels	Advised complainant of change to start up procedure to reduce noise impact and that the company would initiate real time monitoring if required by the Department
Complaint to Environmental Manager	27/09/2008 7:00am	Noise from Mine site	Environmental Manager out of service range at time of call so no contact made with complainant until 29/09/08. Advised complainant to use Complaints Line or Emergency Contact on mine site. Auxiliary fans found to be the cause of the noise	Met with complainant on 1 st October to discuss issues further at which time no resolution to on site monitoring could be resolved
Complaint to Environmental Manager	29/10/2008 7:40am	Low frequency vibration through his house	No identified change in operating activity, however may have been from auxiliary fan	Advised complainant that a formal letter would issue pertaining to noise and request for onsite monitoring
Complaint to Project Manager	19/11/2008 1:30am	Noise from mine site causing sleep disturbance	Project Manager travelled out to complainant's property – only underground equipment operating with no specific noise source identified	Sought agreement for access to site to revisit noise model. This was received favourably at time of request. Subsequent discussions not favourable to on site monitoring