

Narrabri Coal Operations Pty Ltd
2009 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Complaint to Project Manager	8/03/2009 8:00am	Grinding noise from mine site	Investigation could not determine noise source	Arrangements made with Spectrum Acoustics to monitor at site boundary
Complaint to Project Manager	15/03/2009 8:30am	Grinding noise from mine site	Again – source could not be identified	Discussed issue with DoP and formalised arrangements for placement of a Barn Owl monitor at boundary for real time monitoring
Phone message to Project Manager	22/04/2009 12:00pm	No specific details - complainant's message requested return call by 1:00pm, and if not possible by 1:00pm not to contact him. It was assumed that the complaint related to noise as per previous complaints	Project Manager advised Environmental Manager of the complaint. As the message was not able to be retrieved until after 1:00pm no subsequent contact made with the complainant as per his request	At the time, Narrabri Coal was in the process of arranging for a Barn Owl monitor to measure real time noise at the property boundary. This arrangement was endorsed by DECC and DoP
Complaint to Project Manager	2/05/2009 12:00pm	Noise from mine site – different to normal, some kind of additional surface activity	Project Manager advised Environmental Manager of the complaint. No additional activities being undertaken on site therefore no identification of additional noise source	Complainant contacted Project Manager later to advise noise was no longer present
Complaint to Project Manager	12/07/2009 8:00am	Noise coming from the mine site described as a roaring noise with reversing alarms at approx 2:30am this morning	Claim being investigated by Ben Bomford. Initial thoughts are noise may have been related to hard rock bidders from the drifts. Will be confirmed following completion of investigation	No other noise source identified. Routine noise monitoring indicated compliance with noise criteria
Complaint to Project Manager	7/08/2009 8:00am	Noise coming from the mine site described as a roaring noise first thing of a morning as well as reversing beepers	Claim being investigated by Ben Bomford. Initial thoughts are noise may have been related to hard rock bidders from the drifts. Will be confirmed following completion of investigation	No other noise source identified. Routine noise monitoring indicated compliance with noise criteria
Complaint to Environmental Manager	10/08/2009 9:20am	Noise coming from the mine site described as a roaring noise first thing of a morning as well as reversing beepers	Advised complainant that matter would be investigated with site personnel in an effort to reduce noise impacts	No other noise source identified. Routine noise monitoring indicated compliance with noise criteria
Complaint to Project Manager	25/11/2009 5:00pm	Noise coming from the mine site between 2am and 5am in the morning	Advised complainant that matter would be investigated to attempt to identify the noise source. Discussion between staff identified no additional surface fleet that would impact on noise sources, with only other equipment on site related to gas plant. Determined that best action would be to engage Spectrum Acoustics to undertake noise monitoring specifically during that time frame to identify noise sources and levels	No other noise source identified. Routine noise monitoring indicated compliance with noise criteria