



**Narrabri Coal Operations Pty Ltd**  
**2010 Complaints Register**

<b>Method</b>	<b>Date/Time of Complaint</b>	<b>Nature of Complaint</b>	<b>Investigation</b>	<b>Action Taken / Follow-up</b>
Complaint to Project Manager	9/02/2010 7:15am	Screeching noise coming from mine site between 6am and 7am	Advised complainant that matter would be investigated to attempt to identify the noise source. Subsequent discussion between staff identified that no surface activities (including drilling) that could be creating such a noise were operating at that time	No further action required
Phone call to General Manager	9/09/2010 3:30pm	Noise from the mine site	Complaint referred to Environmental Manager. Complainant was contacted by phone 10/09/2010 and indicated that they had noticed a steady increase in noise levels and could clearly hear heavy machinery operating over the last couple of days. The complainant was satisfied with the Environmental Manager's proposal to undertake noise monitoring at the property.	Real time noise monitor used at property