

Rocglen Coal Mine
2008 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to Whitehaven's Boggabri office	12/08/2008 8:30am	2 trucks overtaking school bus on Wean Road. Trucks were carrying demountable buildings to Rocglen and nearly ran school bus off the road.	Whitehaven advised the complainant that the demountables were transferred via a contractor so we had little control over their drivers' behaviour. Complainant was advised there would be few additional deliveries and most new deliveries will be via the haul road when constructed.	No further follow up required.
Phone call to Whitehaven's Boggabri office	20/08/2008 8:30am	Dust from Wean Road from mine settling on the complainant's house. Significant increase in traffic on Wean Road, particularly mine vehicles travelling out to Rocglen. Complainant thought most traffic was supposed to come from the Gunnedah end and not along their section of Wean Road.	Contacted Project Manager and arranged for water cart to water northern section of Wean Road at least until haul route is opened, with specific targeting of the road adjacent to the "Penryn" house.	Not required. Watering of Wean Road will resolve dust issue.
Phone call to Whitehaven's Gunnedah CHPP office	21/11/2008 ~9:00am	Complainant claimed he had no consultation in regard to placement of air and dust monitors on his property and mine related personnel accessing his property without his knowledge.	The complainant was contacted by phone and attempts to reason with him failed. The complainant was told several attempts to contact him were made on numerous occasions in regards to the placement of the PM ₁₀ HVAS, including at least 3 phone calls and a letter. A \$50/month compensation proposal was refused and the complainant indicated that he wanted all air monitoring equipment removed.	All air and dust monitoring equipment has since been removed from the property, with the PM ₁₀ HVAS relocated to the Whitehaven owned "Glenroc", immediately north of the mine site. The complainant was contacted prior to Whitehaven personnel accessing his property to remove monitoring equipment.