

**Rocglen Coal Mine**  
**2009 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>
Phone call to site office	24/4/2009 ~9:10am	Loud bang and vibration at house at "Surrey" following blast that morning. Blast was the most significant to date and scared her due to the intensity of the blast. Was very upset by it and fears future blasting will be of a similar nature.	Danny Young (Environmental Manager) contacted the complainant to discuss the blast. An offer was made to set up a blast monitor at the complainant's residence for future blasts but was subsequently denied. The complainant was asked to contact the mine if they should require anything further.	No further action required.
Phone call to site office	24/4/2009 ~9:10am	Loud bang and vibration at house at "Carlton" following blast that morning. Blast was the most significant to date and was concerned as previous blasts had not resulted in any impact at their property.	Danny Young contacted the complainant to discuss the blast and asked that they contact either him or the mine should they have any further concerns in relation to future blasting.	No further action required.
Phone call to site office	24/4/2009 ~9:10am	Loud bang and vibration at house on "Penryn" property following blast that morning, with strong smell of nitropril and dust. Blast was the most significant to date and was concerned as previous blasts had not resulted in any impact at their property.	Danny Young contacted the complainant to discuss the blast and asked that they contact either him or the mine should they have any further concerns in relation to future blasting.	No further action required.
Phone call to site office	24/4/2009 ~9:10am	Loud bang and vibration at house on "Brolga" property following blast that morning. Blast was the most significant to date. The complainant contacted the site office to identify the extent of the blast at their property with no direct requirement for follow up.	No direct contact with the complainant, however the cause of the blast was investigated.	Cause of significant effects from blast noted at CCC (of which the complainant is a member)