

**Rocglen Coal Mine**  
**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>
Phone call to Environmental Manager	10/05/2010 11:40pm	Lights shining off dump in direction of "Surrey" property and loud noise from the mine throughout the night.	Environmental Manager contacted Project Manager to determine activities occurring at the time of the complaint. It was noted that on the morning inspection the site that the one of the lighting plants was directed towards the east and the "Surrey" property and was to be rectified for next night shift. Dumping was occurring on the higher lifts during the night due to limited dump space available. Project Manager was advised to consider noise propagation issues given the cooler weather.	Follow up with complainant occurred at the CCC meeting to held on 12 <sup>th</sup> May 2010. Phone call was also made to complainant on the 11 <sup>th</sup> May 2010 to provide him with the night shift OCE mobile number to enable direct access to site in the event of ongoing lighting/noise issues.
Phone call to Environmental Manager	1/05/2010 11:00am	Lights shining off dump in direction of "Surrey" property, loud noise from the mine throughout the previous night, general dissatisfaction with the mine itself and the extent of rubbish along Wean Road.	Environmental Manager had previously contacted the complainant's husband in relation to the matters outlined apart from the issue of roadside rubbish. Whitehaven will investigate engaging a contractor to do a rubbish collection twice monthly between Riordan Lane and Billynudge road along Wean Road to address this matter.	Follow up contact previously made with complainant's husband and follow up with complainant's husband at the CCC meeting held on the 12 <sup>th</sup> May 2010.
Phone call to Environmental Manager	22/09/2010 9:50pm	Excessive noise from the mine during the night.	Environmental Manager spoke with complainant in relation to the noise and outlined that monitoring the previous month had identified compliance with the exception of the morning monitor which was affected by temperature inversion. It was also noted that monitoring was undertaken again the night before his complaint for which we were awaiting results. It was suggested to the complainant that a meeting be arranged once those results are available to discuss ongoing noise mitigation measures.	Attended noise monitoring results were compliant and the complainant was advised of the results. Discussions were held on the 10 <sup>th</sup> November 2010 regarding the possible use of a real time noise monitor.
Phone call to Environmental Manager	27/10/2010 1:30pm	Excessive noise and dust from the mine.	Recent noise monitoring was discussed. The complainant noted that there was no noise during the monitoring event and the Environmental Manager noted that Whitehaven will soon have the capacity to place a real time noise monitor at the property for successive days to avoid this issue. In terms of dust, it was acknowledged that the mine creates dust, but is not the only dust source, particularly with Wean Road (unsealed) within close proximity to the residence. It was suggested that Whitehaven would be prepared to look at installing a first flush diverter on their rainwater tank if that would assist in alleviating her concerns.	Conversations have been held with the complainant as well as a meeting at the residence by the Community Liaison Officer. It is intended to provide real time noise monitoring for a period of time in the near future.



Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to Environmental Manager (left message)	9/12/2010 8:30am	Excessive noise from the mine during the night.	Environmental Officer rang the complainant at 9:40am on 9 <sup>th</sup> December 2010 to discuss his concerns. He said that the noise went all afternoon and into the night causing them to have to go inside rather than eating outside. He said he could hear the trucks roaring through the gears. The complainant was given the Project Manager's mobile phone number again and was advised that it was best to call him or the OCE in the future to enable the issue to be dealt with immediately.	Nil