

**Rocglen Coal Mine**  
**2011 Complaints Register**

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to Environmental Manager	20/01/2011 2:00am	Mining noise woke complainant at 2am. Complaint made in relation to the noise and that operations were continuing after 12am which is when the complainant thought operations were supposed to stop.	The Environmental Manager advised the complainant that approval is for 24hrs, but that operations are undertaken over two shifts, with night shift generally completed by 2:30am. The complainant was also advised that a real time noise monitor would be placed at his property for several weeks to obtain some ongoing noise data to determine if the operation is exceeding noise criteria.	An assessment of noise levels at the "Surrey" property using a real time noise monitor was completed. The results have been reviewed and presented to the landholder. Instances of mine noise were evident whilst monitoring occurred. However Whitehaven could not find any mine noise above 35 dB(A) LAeq(15minute) and 45 dB(A) LA1(1 minute).
Phone call to complaints line	29/03/2011 9:30am	Road noise from Wean Road causing sleep disturbance. It is assumed by the complainant that the road noise is related to traffic to and from the Rocglen Coal Mine. The complainant asked that a meeting be arranged with the Community Liaison Officer to discuss the matter.	A meeting was held with the complainant, the Whitehaven Community Liaison Officer and the Group Environmental Manager on 4 <sup>th</sup> April to discuss the concerns. It was accepted at the time that the complainant's property was in close proximity to a public road and that Whitehaven was unable to stop mine personnel from travelling to site along Wean Road. However, Whitehaven acknowledged the potential impacts from traffic at the end of night shift, with employees travelling back to Gunnedah between 2:30am and 3:00am. It was agreed that the matter would be raised with the Rocglen Project Manager to discuss with employees the impacts of cumulative traffic noise and to ask that they be aware when driving home to minimise noise by reducing speed when travelling past residences that are within close proximity to the road. It was also agreed to meet with the complainant's in one month's time to determine if this action results in any improvement.	The complainant will contact Whitehaven to arrange for a follow up meeting.
Phone call to Environmental Officer	15/4/2011 4.12pm	Noise from the mine is getting louder at night and causing sleep disturbance. Also suggested coal dust is getting more intense at night particularly during a south east breeze and the mine is not watering at night for dust suppression. Coal dust also found in gutters on roof of house.	Complaint was referred to Environmental Manager who made a follow up phone call to complainant on the 18/04/2011. It was decided that a real-time noise monitor would be used to collect background noise data with a later possibility of conducting dust monitoring. The noise monitor was set up at "Penryn" on the 21/4/2011.	Follow up meeting to be held with complainant following collection and analysis of sufficient real-time noise data.

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Phone call on complaints line	6/5/2011 2:40pm	Traffic on Wean Road travelling out to the Rocglen Mine travelling at excessive speed which is causing additional noise and general hazards on the roads, including potential dangers to people living in proximity to Wean Road. The complaint also related to the extent of rubbish that is on the road verge and that in the complainant's view service vehicles and personnel should be using Blue Vale Road as access to the mine as opposed to Wean Road.	It was explained to the complainant that these issues had been toolboxed with staff several times, and signs had been installed along Wean road to discourage littering. It was advised that the issues would be raised again, particularly with service providers in an effort to get them to reduce speed and refrain from littering. It was suggested that these matters were virtually impossible to police. With regard to the use of Wean Road, it was discussed that the road upgrade had made Wean Road a much more attractive prospect for staff and service providers. The use of Wean Road by service providers would be raised with them, albeit, as a public road, Whitehaven has no means of restricting its use.	Employees and contractors made aware of concerns.
Raised at CCC on behalf of complainant	11/5/2011 3:20pm	Lighting impacts at the complainant's property which is south-east of the mine. It was identified that the lighting plant on top of the southern waste emplacement was causing the concern.	The Project Manager reiterated to the OCE's the need for sympathetic positioning of lighting plants, where it is practicable and safe to do so.	No further action required.
Anonymous complainant via Department of Planning and Infrastructure	9/8/2011 1:30pm	Extent of rubbish being deposited on Wean Road, empty coal trucks travelling to the mine for loading and excessive speed by mine related vehicles on Wean Road.	It was explained to the Department that Rocglen toolbox talks have included the issue of rubbish being thrown from vehicles and also, in consultation with Council, "Do Not Litter" signage has been installed along the road to discourage littering. A Whitehaven field officer also regularly undertakes inspections of the roadsides to determine if additional rubbish collection is necessary. With regard to speeding vehicles, this is also toolboxed but is really a matter for the Police to patrol as the mine cannot enforce any additional speed restrictions. The claims of empty coal trucks using Wean road was rejected on the basis that the trucking depot for Toll is located in close proximity to the haul road off Bluevale Road and it would make no sense for Coal haul trucks to be travelling to Rocglen via Wean Road.	No further action required.
Phone call to Environmental Manager from OEHL on behalf	13/9/2011	Complaint on behalf of owners of the complainants who contacted OEHL in relation to complaints about smoke, dust and noise	The issue relating to smoke was not associated with Rocglen, but from woody weed control works on the Vickery site. The details of this work were provided to OEHL including confirmation of approvals from Council and the RFS as well as notifications to surrounding landholders. In terms of dust and noise, it was explained to OEHL that our dust monitoring	Not required.



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of complainants		from around the Rocglen Mine.	results confirm compliance at all monitoring locations, in closer proximity to site as compared to the complainant's property. It was also explained that recent noise monitoring had confirmed compliance at monitoring locations in closer proximity to site as compared to the complainant's property. Copies of current air quality and noise monitoring results were referred to OEH for their records.	
Phone call to Environmental Manager	14/9/2011 8:15am	Complaint in relation to noise from the Rocglen Mine over the last few mornings. Complainant described the noise as the worst it has been in a long time and was dissatisfied that the noise was getting worse.	The complainant was advised that the matter of noise would be raised with the Project Manager to confirm the activities occurring that may be contributing to the noise issue and verify what measures may be able to be taken to reduce noise impacts.	Discussions ongoing with complainant.