



**Rocglen Coal Mine**  
**2016 Complaints Register**

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to site office (Rocglen Operations Manager) & follow up call from Group Superintendent – Environment (Operations)	08/04/2016 ~2:00pm	The complainant stated that the blast shook their house and they are worried stock bores may collapse.	Confirmed blast monitoring results were compliant with requirements.	Structural Inspection to be undertaken following request from complainant.
Via e-mail from EPA	14/04/2016 9:51am	The complaint alleged excessive blast fumes from a blast that occurred between 1245 and 1300hrs at the premises.	EPA requested details compiled into report on blast.	Report provided to EPA.
Site visit to Rocglen Coal Mine, with follow up call from Operations Manager	26/05/16 2:38pm	Complainant stated that the blast shook things off the table at his property, and they are worried about stock bore.	Investigation into blast overpressure.	Report provided to EPA.