



Sunnyside Coal Mine
2018 Complaints Register

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
1	In person at Whitehaven Coal Office	29/01/2018 1:15pm	Complaint from a neighbouring property to the Sunnyside Coal Mine (SCM) in regards to a 'metallic' taste in a rain water tank. Complainant has checked the tank for any foreign matter but did not find anything.	The matter was referred to the site Environmental Officer, who contacted the complainant to gain permission for testing of the tank water. Samples were collected and analytical testing undertaken. Results were provided for advice from the Group Superintendent- Health. Results were determined to be non-mine related, and the water safe to drink.	Phone follow-up with the complainant was undertaken to discuss the water quality results, and the sample results and advice from Group Superintendent Health provided via email.