



Tarrawonga Coal Pty Ltd – Tarrawonga Coal Mine
2023 - Complaints Register

#	Date of Complaint	Method	Category	Nature of Complaint	Tarrawonga response
1	03/08/2023	Phone	Haul Road	Rocks from a Haul truck hit the windscreen of a member of the public between Blue Vale Road and WHC CHPP entrance road	Tarrawonga has contacted the complainant and has verified the cause of the incident. This has been resolved to the satisfaction of the complainant.
2	18/08/2023	Phone		Community member from Boggabri called the complaints line regarding their concern after finding a shower screen broken in their home upon return from holidays. A neighbour had informed them that TCM had blasted at 9am the previous day.	Tarrawonga called the complainant and explained that all blast monitors between site and Boggabri were compliant with approvals.