



**Tarrawonga Coal Pty Ltd – Tarrawonga Coal Mine**  
**2016 Complaints Register**

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
1	Phone call to Operations Manager Text Message to the Environmental Officer	22/4/2016 9.15am & 9.34am	Complainant advised that dust from the mines was terribly thick and visible, this was observed at 7am.	The Environmental Officer undertook a visual inspection, review of meteorological and air quality conditions and liaised with Boggabri Coal.	Operations were modified with follow up communication to the complainant undertaken on the day of the complaint providing action details.
2	Phone call and text message to the Environmental Officer	20/5/2016 12.02pm	Complainant advised that the air quality was poor and noise levels were loud throughout the week of the complaint	A review of operations, meteorological conditions was undertaken by the Tarrawonga Environmental Officer. The Environmental Officer liaised with adjacent mining operations as part of the assessment of cumulative impacts.	Operations had been modified throughout the week in response to air quality triggers and visual observations. Real time noise monitor indicated operations generally in compliance with approval limits. The Environmental Officer will arrange a suitable time to meet with the complainant under similar meteorological conditions.
3	Phone call to the Drill & Blast Manager	15/7/2016	Complainant advised that their house shook following a blast at Tarrawonga.	Investigation of meteorological data and monitoring results was undertaken.	Operations Manager discussed the matter with complainant advising that the blast was within compliance criteria.
4	Phone call to the Senior Production Engineer	22/7/2016 3.50pm	Complainant advised that their boundary fence had been damaged (second occurrence) by light vehicle or similar.	As the complaint was generic and no Tarrawonga employees had reported any incident no further investigation was undertaken.	A toolbox talk on driving to site is to be provided to all personnel on site including contractors



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5	Phone call to the Environmental Officer	4/8/2016	Complainant advised that due to recent rainfall there property had been inadvertently flooded as a result of the Tarrawonga operation.	A review of creek flows, overland flows and meteorological data was undertaken by the Tarrawonga Environmental Officer subsequent to the initial contact with the complainant.	During the initial conversation the Environmental Officer advised that Tarrawonga had not discharged any waters from site as a result of the rainfall received, provided an overview of regional rainfall amounts and what measures are in place to manage water onsite. The findings from the subsequent inspection of the local flows were provided to the complainant.
6	Phone call to the Tarrawonga Office	9/9/2016 3.25pm	Complainant advised that the blast at the Tarrawonga operation shook the house.	A review of the meteorological conditions and blast results was undertaken.	Drill and Blast Manager called the complainant to discuss the matter and provide information regarding the blast event.