



Tarrawonga Coal Pty Ltd – Tarrawonga Coal Mine
2020 Complaints Register

#	Method	Date/Time of Complaint	Nature of Complaint	Action Taken/ Investigation	Status/ Date
1	Phone Call	19/08/2020 at approximately 11.00 am	The complaint was made to Whitehaven regarding Noise and Blast.	<p>A review of activities occurring onsite showed that noise and blast monitoring results were within the approval criteria and Tarrawonga Coal Mine (TCM) was operating in accordance with approved Noise and Blast Management Plans.</p> <p>TCM environmental team contacted the person who raised the complaint and went to visit her. She lives approximately 8.5kms to the East of the mine. TCM provided a presentation containing information about the mine including the key contact details to communicate with the mine, figures showing the noise and blast monitoring network and a list of blast results recorded at the monitors from April to August 2020. TCM discussed noise and blast criteria and the mine action response plan. TCM agreed to add her contact to the pre-blast notification list.</p>	Complete- 24/08/2020