

**Tarrawonga Coal Pty Ltd – Tarrawonga Coal Mine**  
**2025 - Complaints Register**

#	Date of Complaint	Method	Category	Nature of Complaint	Tarrawonga response
1	7/3/2025	Complaints Line	Blasting	A complaint was received regarding a strong sulphur smell and loud noise following a blast at Tarrawonga Mine site.	The complainant was contacted and advised that the blast observed was within compliance approved monitoring limits and within required weather conditions for blasting at Tarrawonga.
2	7/3/2025	Complaints line	Blasting	A complaint was received regarding a loud noise following a blast at Tarrawonga Mine site that scared birds in the area.	The complainant was contacted and advised that the blast observed was within compliance approved monitoring limits for blasting at Tarrawonga.
3	21/3/2025	Complaints Line	Traffic	A complaint was received regarding a Tarrawonga mine worker who overtook the complainant in an unsafe manner whilst using a road not authorised for general mine related traffic.	The incident was investigated by Tarrawonga coal. All mine workers and contractors have been advised of the need to travel to and from work in a safe manner and only use approved roads whilst travelling to or from the mine site.