



Vickery Coal Mine
2023 Complaints Register up to October 2023

#	Date and Time of Complaint	Method complaint was made	Complainant Details	Nature of Complaint	Action taken in response to complaint
1	01/09/23 1.00pm (Event occurred 29/8/23)	Telephone	Landowner/Neighbour of Project	The landowner stated that a WHC contractor had accessed their property to conduct monitoring three days prior without permission.	The landholder was called back and further details of the complaint were noted. The complaint was passed to the Environment Superintendent and the event investigated. Access to the property was not intentional and measures have been put in place to prevent a reoccurrence. The landholder has been advised of the outcome.