



**Vickery Coal Mine**  
**2020 Complaints Register**

<b>Date</b>	<b>Method</b>	<b>Topic</b>	<b>Nature of complaint</b>	<b>Vickery Coal Mine response</b>
15/10/2020	Phone call	Access	Whitehaven Coal (WHC) environmental contractor accessed an environmental monitoring site, accidentally driving over recently seeded access track on complainant's property.	Contractor contacted immediately. Email and phone direction given to WHC environmental contractor to communicate with all landowners and tenants at least one business day prior to entering the property for the purposes of environmental monitoring.