



Vickery Coal Mine
2023 Complaints Register

#	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.
2	15/10/2023	Telephone	Neighbours' property	Whitehaven Coal environmental contractor accessed an environmental monitoring site, accidentally driving over recently seeded access track on neighbours' property.	Contractor contacted immediately. Email and phone direction given to 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.