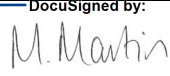




Vickery Coal Mine
2024 Complaints Register

#	Date and Time of Complaint	Method complaint was made	Complainant Details	Nature of Complaint	Action taken in response to complaint
01	25/01/2024 12:02pm	Text to Env Supt	Private Landowner	Complainant advised Environmental Superintendent that they did not receive the blast notification text	Blast Notification list updated to include landholder and complainant advised.
02	28/6/24 10.30am	Text to Env Supt, Community Mgr and in person at the company office.	Private Landowner	Complainant advised that they had found a large lump of coal on Blue Vale Road.	WHC personnel met with the complainant in person and followed up by telephone. Haulage truck inspections have been increased prior to leaving site and the procedure for loading the trucks has been reviewed. Consultation with the complainant is ongoing as is monitoring of the outcomes of the procedural review.

Approved for publication	Role	Signature	Date
Megan Martin	Environmental Superintendent	DocuSigned by:  <small>524CD8D3818B4C3...</small>	July 18, 2024 10:04 AM AEST