



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.
03	08/08/2024	To DPHI Compliance Branch	Private Landowner	Complainant voiced concern about a blast fired in unfavourable conditions. DPHI requested information regarding the blast event.	Env Supt responded to DPHI and provided monitoring results of the blast which indicate compliance with all blasting criteria in the direction of the complainant's residence. Matter closed with DPHI.
04	16/08/2024	To DPHI Compliance Branch	Private Landowner	Complainant voiced concern about a blast fired in unfavourable conditions. DPHI requested information regarding the blast event.	Env Supt responded to DPHI and provided monitoring results of the blast which indicate compliance with all blasting criteria in the direction of the complainant's residence. Matter closed with DPHI.
05	23/08/2024	To DPHI Compliance Branch	Private Landowner	Complainant voiced concern about a blast fired in unfavourable conditions.	VCM met with DPHI to discuss the complaint and Whitehaven's response to it. Matter closed with DPHI.
06	29/08/2024	To EPA	Private Landowner	Complainant voiced concern about post blast dust.	Provided blast video and weather data to EPA as requested which indicate compliance with all blasting criteria and EPL21283. Matter closed by EPA.

Approved for publication	Role	Signature	Date
Megan Martin	Environmental Superintendent	DocuSigned by:  <small>524CD8D3818B4C3...</small>	September 9, 2024 10:18 AM AEST