

2021 Complaints Register

YTD	#	Complaint Date/Time	Issue	Method	Nature of Complaint	Investigation	Action Taken / Follow-up
1	624	19/01/2021	Blast	Phone to EO	Complainant advised they wished to advise the mine that the vibration from the blast could be felt in Werris Creek.	EO confirmed blast was within compliance limits.	No further follow-up actions
2	625	12/02/2021	Blast	Phone to EO	Complainant advised they wished to advise the mine that the vibration from the blast could be felt in Werris Creek.	EO confirmed blast was within compliance limits.	No further follow-up actions
3	626	26/03/2021	Blast	Phone to EO	Complainant advised they felt the blast at their residence. Requested results via email.	EO confirmed blast was within compliance limits	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
4	627	28/05/2021	Blast	Phone to EO	Complainant advised they felt the blast at their residence. Requested results via email.	EO confirmed blast was within compliance limits	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
5	628	28/05/2021	Blast	Phone to WCC	Complainant advised they wished to advise the mine that the vibration from the blast could be felt in Werris Creek	EO confirmed blast was within compliance limits	No further follow-up actions
6	629	28/05/2021	Blast	Phone to EO	Complainant advised they wished to advise the mine that the vibration from the blast could be felt in Werris Creek	EO confirmed blast was within compliance limits	No further follow-up actions
7	630	28/05/2021	Blast	Phone to WCC	Complainant advised they wished to advise the mine that the vibration from the blast could be felt in Werris Creek	EO confirmed blast was within compliance limits	No further follow-up actions
8	631	4/06/2021	Blast	Phone to WCC	Complainant advised they wished to advise the mine that the vibration from the blast could be felt in Werris Creek	EO confirmed blast was within compliance limits	No further follow-up actions
9	632	26/07/2021	Blast	Phone to EO	Complainant advised they felt the blast at their residence. Doors and windows rattled. Requested results via email.	EO confirmed blast was within compliance limits	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.

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10	633	26/07/2021	Blast	Phone to EO	Complainant advised they wished to advise the mine that the vibration from the blast could be felt in at their premises. Noted indoor wind chime moved.	EO confirmed blast was within compliance limits	EO confirmed blast was within compliance limits.
11	634	8/10/2021	Vibration	Phone to EO	Complainant advised the blast rattled the entire house shaking windows and doors.	EO confirmed blast was within compliance limits.	EO confirmed blast was within compliance limits.
12	635	8/10/2021	Vibration	Phone to EO	Complainant advised they wished to advise the mine that the vibration from the blast could be felt in Werris Creek.	EO confirmed blast was within compliance limits.	EO confirmed blast was within compliance limits.
13	636	8/10/2021	Vibration	Phone to EO	Complainant advised they wished to advise the mine that the vibration from the blast could be felt in Werris Creek.	EO confirmed blast was within compliance limits.	EO confirmed blast was within compliance limits.
14	637	4/11/2021	Other	Complaint Hotline	Complainant advised of presence of uncontrolled St Johns Wort in neighbouring Biodiversity Offset property	Biodiversity Officer notified and targeted weed control program implemented in area	Weeds sprayed as per weed control requirements
15	638	10/11/2021	Other	Complaint Hotline	Complainant advised of presence of uncontrolled St Johns Wort in neighbouring Biodiversity Offset property	Biodiversity Officer notified and targeted weed control program implemented in area	Weeds sprayed as per weed control requirements