

2023 Complaints Register
January – December

YTD	#	Complaint Date/Time	Issue	Method	Nature of Complaint	Investigation	Action Taken / Follow-up
1	643	11/03/2023	Lighting	Website Enquiry	Complainant advised that light was shining towards their property from direction of mine	EO advised operations manager of lighting complaint and enacted a review of lighting plant locations, aspects, and direction.	EO called complainant back to inform that the site had received the complaint and will review lighting plant locations, aspects and direction.
2	644	23/03/2023	Blasting	Website Enquiry	Complainant wished to advise the mine that the vibration from the blast could be felt in at their premises. Noted house shook.	EO confirmed blast was within compliance limits	EO advised complainant that the blast was within compliance limits.
3	645	22/6/23	Noise	Via website	Complainant advised that grinding/vibration noise has been disturbing their sleep for the past few nights.	ES confirmed that mining operations are being undertaken at deeper levels of the pit and cannot be moved deeper or further away. The night shift supervisor conducted an in-person assessment close to the complainant's location during the night of 22 June.	ES called the complainant and also made contact via email to confirm that the night shift mining supervisor would watch noise levels closely via the real time monitoring system and also via in-person assessments in town.