



2021 Complaints Register

YTD	#	Complaint Date/Time	Issue	Method	Nature of Complaint	Investigation	Action Taken / Follow-up
1	624	19/01/2021	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.	No further follow-up actions
2	625	12/02/2021	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.	No further follow-up actions
3	626	26/03/2020	Vibration	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.