

2018 Complaints Register

YTD	#	Complaint Date/Time	Issue	Method	Nature of Complaint	Investigation	Action Taken / Follow-up
1	566	2/01/2018	Odour	Phone to EO	Complainant advised they could detect an odour at their residence	EO provided a detailed verbal response on the current mining operations and odour / spon com management practices currently in place.	Complainant was content with EO response.
2	567	6/02/2018	Vibration	Phone to EO	Complainant advised that he could feel vibration from blast.	EO explained that all monitors indicated the blast was within compliance limits.	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
3	568	6/02/2018	Blast	Phone from EPA	Complainant advised the EPA that they could feel vibration from the blast.	WCC provided an Event Report to the EPA detailing the risk assessment for the blast and the results of environmental monitoring conducted during the blast.	None required.
4	569	8/02/2018	Blast	Phone to EO	Complainant advised that they felt the blast at their residence and that there was dust from the blast.	EO explained that all monitors indicated the blast was within compliance limits.	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
5	570	8/02/2018	Blast	Email to EO	Complainant wanted to know why there was a large, dense 'cloud' following the blast this morning and what it contained.	EO responded to complainant providing evidence of a complaint blast via email. The blast occurred at surface level making the resultant dust cloud more visible than normal. EO also advised that no fume was visually detected and the dust cloud was expected to only contain overburden material.	Complainant was content with EO response.
6	571	12/02/2018	Dust	Phone to EO	Complainant left a voice mail message on the EO phone advising they had viewed a large dust haze over the operation.	EO returned the phone call and advised that normal dust suppression techniques were in place.	Follow-up call to complainant. Complainant was happy with EO response.
7	572	12/02/2018	Water	Phone to EO	Complainant spoke to the EO on the phone about their previous complaint regarding dust and advised he wished to make an additional complaint about the water evaporators. Complainant wished to advise that they felt the evaporators were inappropriate while the surrounding area was experiencing drought conditions.	EO advised that approval had been granted to supply irrigation water offsite and that an irrigation trial was underway at the Plainview property.	Complainant was content with EO response.
8	573	18/03/2018	Dust	Phone to EO	Complainant advised they could identify dust coming from the mine.	EO returned the phone call and advised that standard dust suppression techniques were in place. However, should dust issue be observed, the OCE will shut down problematic operational areas as required.	Complainant was content with EO response.
9	574	22/03/2018	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	EO explained that all monitors indicated the blast was within compliance limits.	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
10	575	24/03/2018	Odour	Phone to EO	Complainant advised they could detect an odour at their residence	EO provided a detailed verbal response on the current mining operations and odour / spon com management practices currently in place.	Complainant was content with EO response.
11	576	23/04/2018	Odour	Phone to EO	Complainant advised they could detect an odour at their residence	EO followed up with complainant, requesting an opportunity to discuss current management practices in place.	Complainant did not respond to follow up actions

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12	577	27/04/2018	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	EO explained that all monitors indicated the blast was within compliance limits.	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
13	578	4/05/2018	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	EO advised blast had occurred and was currently under investigation.	EO followed up with the complainant to confirm the blast result had exceeded the overpressure limit and had been self-reported to the relevant Departments. Advised the internal investigation to the cause was ongoing.
14	579	4/05/2018	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	EO advised blast had occurred and was currently under investigation.	EO followed up with the complainant to confirm the blast result had exceeded the overpressure limit and had been self-reported to the relevant Departments. Advised the internal investigation to the cause was ongoing.
15	580	5/05/2018	Blast	Email to EO	Complainant advised they felt the blast at their residence.	EO advised blast had occurred and was currently under investigation.	EO followed up with the complainant to confirm the blast result had exceeded the overpressure limit and had been self-reported to the relevant Departments. Advised the internal investigation to the cause was ongoing.
16	581	21/05/2018	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	EO explained that all monitors indicated the blast was within compliance limits.	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
17	582	22/05/2018	Dust	Phone to EO	Complainant advised they could identify dust coming from the mine.	EO returned the phone call and left a message advising standard dust suppression techniques were in place. Please call back to discuss further.	No return phone call received from complainant.
18	583	4/06/2018	Odour	Phone to EO	Complainant advised they could detect an odour at their residence	EO followed up with complainant, requesting an opportunity to discuss management in place.	Complainant did not respond to follow up actions
19	584	6/06/2018	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	EO explained that all monitors indicated the blast was within compliance limits.	None required or requested
20	585	6/06/2018	Blast	Phone from EPA	Complainant advised the EPA that they could feel vibration from the blast.	WCC provided an Event Report to the EPA detailing the risk assessment for the blast and the results of environmental monitoring conducted during the blast.	None required or requested
21	586	21/06/2018	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	EO explained that all monitors indicated the blast was within compliance limits.	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
22	587	9/07/2018	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	Complainant left message on EO phone lodging the complaint stating no need to return call.	None required or requested
23	588	10/07/2018	Odour	Phone to EO	Complainant advised they could detect an odour at their residence	EO provided a detailed verbal response on the current mining operations and odour / spon com management practices currently in place.	Complainant was content with EO response.

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24	589	25/07/2018	Odour	Phone to EO	Complainant advised they could detect an odour at their residence	EO provided a detailed verbal response on the current mining operations and odour / spon com management practices currently in place. In addition to the above an engineer was dispatched to the boundary of the complainant's residence with gas detection monitors. None identified during monitoring.	No further follow-up actions
25	590	25/07/2018	Odour	Phone to EO	Complainant advised they could detect an odour at their residence	EO provided a detailed verbal response on the current mining operations and odour / spon com management practices currently in place.	Complainant was content with EO response.
26	591	21/08/2018	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	EO explained that all monitors indicated the blast was within compliance limits.	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
27	592	12/09/2018	Dust	Phone to EO	Complainant advised they could identify dust coming from the mine post blasting.	EO advised data would be reviewed and will respond advising if compliant.	EO advised at the time of review all data was with compliance limits.
28	593	12/09/2018	Dust	Phone to EO	Complainant advised they could identify dust coming from the mine post blasting.	EO advised at the time of review all data was with compliance limits.	No further follow-up actions
29	594	12/09/2018	Blast	Phone to Workshop	Complainant left a message with the Workshop supervisor advising they felt the blast at their residence.	EO called complainant back multiple times, with no response.	No further follow-up actions
30	595	12/09/2018	Dust	Phone to EO	Complainant advised they could identify dust coming from the mine post blasting.	EO advised at the time of review all data was with compliance limits.	No further follow-up actions
31	596	6/10/2018	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	EO explained that all monitors indicated the blast was within compliance limits.	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
32	597	16/11/2018	Blast	Phone to WCC	Complainant advised they felt the blast at their residence.	EO explained that all monitors indicated the blast was within compliance limits.	No further follow-up actions
33	598	16/11/2018	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	EO explained that all monitors indicated the blast was within compliance limits.	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
34	599	16/11/2018	Blast	Phone to WCC	Complainant advised they felt the blast at their residence.	EO explained that all monitors indicated the blast was within compliance limits.	No further follow-up actions
35	600	30/11/2018	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	EO explained that all monitors indicated the blast was within compliance limits.	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.