

2019 Complaints Register

YTD	#	Complaint Date/Time	Issue	Method	Nature of Complaint	Investigation	Action Taken / Follow-up
1	601	16/01/2019	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.
2	602	25/01/2019	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.
3	603	25/01/2019	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.	No further follow-up actions
4	604	9/03/2019	Dust	Phone to EO	Complainant noted dust lift off from the mine site	EO called the complainant and explained operations had ceased two hours prior to the time of the issue.	No further follow-up actions
5	605	9/05/2019	Blast	Phone to EO	Complainant left a voice mail message on the EO phone advised they felt the blast at their residence. Requested results via email no call back required	EO confirmed blast was within compliance limits	EO emailed a copy of the results to the complainant.
6	606	15/05/2019	Odour	Phone to EO	Complainant advised they could detect an odour (smell of burning) at their residence	EO provided a verbal response on the current mining operations and odour / spon com management practices currently in place. Advised of additional ecological burn program on southern side of site	No further follow-up actions
7	607	15/05/2019	Dust	Phone to EO	Complainant noted dust from the mine site	EO advised dust suppression techniques were in place and actions taken to limit dust.	No further follow-up actions
8	608	17/05/2019	Blast	Phone to EO	Complainant advised they felt the blast at their residence on the 9/05/2019	EO confirmed blast was within compliance limits	No further follow-up actions
9	609	3/07/2019	Vibration	Phone to EO	Complainant advised they felt the blast vibration at their workshop.	EO explained that all monitors indicated the blast was within compliance limits.	No further follow-up actions

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10	610	5/07/2019	Blast	Phone to EO	Complainant left a voice mail message on the EO phone advised they felt the blast at their residence. Requested results via email no call back required	EO confirmed blast was within compliance limits	EO emailed a copy of the results to the complainant.
11	611	8/07/2019	Blast	Phone to EO	Complainant advised they felt the blast at their residence on the 3/07/2019	EO explained that all monitors indicated the blast was within compliance limits.	EO emailed a copy of the results to the complainant.
12	612	21/08/2019	Blast	Phone to EO	Complainant left a voice mail message on the EO phone advised they felt the blast at their residence. Requested results via email.	EO left message on phone indicating blast did not trigger and would download results following manual trigger and send via e-mail.	EO emailed a copy of the results to the complainant.
13	613	21/08/2019	Blast	Phone to EO	Complainant left a voice mail message on the EO phone advised they felt the blast at their residence. Did not want a call back, just to formally register complaint	EO confirmed blast was within compliance limits	No further follow-up actions
14	614	10/09/2019	Blast	Phone to EO	Complainant left a voice mail message on the EO phone advised they felt the blast at their residence. Did not want a call back, just to formally register complaint	EO confirmed blast was within compliance limits	No further follow-up actions
15	615	17/09/2019	Dust	Phone to EO	Complainant left a voice mail message on the EO phone wanting to register a complaint regarding dust leaving the minesite and heading towards town.	EO called back and spoke with Complainant notifying them that the entire pit, crusher and TLO had been shut down due to rapid wind increase and risk of dust.	EO checked dust monitors and confirmed no exceedences had been recorded. No further follow-up actions
16	616	9/10/2019	Blast	Phone to EO	Complainant left a voice mail message on the EO phone wanting to register a complaint regarding the blast and wind direction causing dust from the blast heading towards town. Complainant also requested blast results be sent through.	EO confirmed blast was within compliance limits. Wind during time of blast was within allowed parameters.	EO emailed a copy of the results to the complainant.
17	617	21/10/2019	Blast	Phone to EO	Complainant left a voice mail message on the EO phone advised they felt the blast at their residence. Requested results via email.	EO confirmed blast was within compliance limits	No further follow-up actions