

2022 Complaints Register

January – December

YTD	#	Complaint Date/Time	Issue	Method	Nature of Complaint	Investigation	Action Taken / Follow-up
1	639	12/01/2022	Blast	Phone to EO	Complainant 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	640	31/01/2022	Blast/Light	Website Submission	Complainant wished to advise the mine that the vibration from the blast could be felt in Werris Creek. And lighting could be seen at night.	EO confirmed blast was within compliance limits. Lighting plant inspection.	Lighting Plant Inspection. EO advised blast was within compliance limits and emailed a copy of the results to the complainant
3	641	11/07/2022	Noise	Email to WCC	Complainant wished to advise that noise could be heard coming from the mine.	EO Investigated noise levels and active noise modification measures.	EO advised noise levels were within compliance limits and mining operations will continue to be modified to minimise noise impacts.
4	642	15/07/2022	Blast	Complaint Hotline	Complainant 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