

**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.	Investigation undertaken by noise consultant, noise not mine related.	Investigation and follow up monitoring undertaken.