

**Tarrawonga Coal Pty Ltd – Tarrawonga Coal Mine**  
**2008 Complaints Register**

<b>Method</b>	<b>Date/Time of Complaint</b>	<b>Nature of Complaint</b>	<b>Investigation</b>	<b>Action Taken / Follow-up</b>
Phone call to site office	23/04/2008 12:15pm	Blast which shook windows.	Blast results indicated compliance at all receivers	Complainant advised to contact Tarrawonga in the event blast continued to cause vibration.
Phone call to Environmental Manager	19/05/2008 9:35am	Toll B-Double crossed over centre line when turning onto Manilla Rd from the Haul Route. Also, trucks running out to site earlier than that previously proposed, with a truck running past "Kyalla" at 6:35am that morning.	Complainant was advised that the matter would be raised with Toll. Toll was contacted regarding the issue.	The driver of the truck was counselled by Toll to ensure road rules are followed at all times. Toll further advised that the commencement time of 6:45am from the Whitehaven bin was to be followed at all times.
Text message to Environmental Manager	23/05/2008 9:20pm	Toll B-Double was viewed travelling out to Tarrawonga after 9:15pm for loading. Consent requires loading to be completed by 9:15pm with all trucks off the road by 10:00pm.	Consent timeframes were reinforced with Toll, who were instructed to ensure all trucks comply.	None taken. Toll advised that timing logs indicate that Toll trucks were compliant with requirements (ie on weighbridge at Tarrawonga 9:21pm and at weighbridge at CHPP at 9:59pm).
Phone call to Environmental Manager	10/7/2008 9:12pm	2 Toll trucks passing by "Kyalla" at 9:12pm for loading at Tarrawonga, when loading cut off time is 9:15pm	General Manager advised he would raise issue with Toll. First step would be to confirm trucks loaded and went back into town or if they parked up at Tarrawonga at end of shift for start up next day.	Complainant contacted on 11th July and advised matter would be followed up to verify if trucks loaded and travelled back into town. This would determine any additional required actions. Trucks were determined to have parked up at Tarrawonga.
Phone call to Environmental Manager	16/07/2008 9:00am	Toll truck (red prime mover) with B-double trailer crossed completely onto wrong side of Manilla Road on entry from Tarrawonga haul route. No number visible as covered in coal dust.	Matter referred to General Manager to raise with Toll with other complaints on coal haulage.	Follow up with complainant on completion of investigation.
Phone call to Environmental Manager	30/10/2008 12:45pm	No monitoring data supplied to "Ambardo" in relation to noise and dust issues. Also issue of consultants and mine personnel coming onto Ambardo to do monitoring must provide advice to complainant in the first instance.		Full suite of noise and dust monitoring results for the Ambardo monitoring point provided to complainant as per his request. Advised personnel and contractors as to ongoing requirement to contact complainant prior to going on to Ambardo for monitoring purposes