

Community Complaints Summary



| Date and time | From | Issue | Lodgement type | Investigation and response to caller |
|---------------------|-----------------------|-----------------|-------------------------|---|
| 01/12/2016 12:40 | Muswellbrook | Blast Vibration | Other | Investigation revealed weather conditions were suitable for blasting at the time. Results indicated overpressure noise and ground vibration levels were within regulatory criteria. Caller was advised of investigation and monitoring results. |
| 01/12/2016 13:04 | Roxburgh Road | Blast Vibration | Community Response Line | Investigation revealed weather conditions were suitable for blasting at the time. Results indicated overpressure noise and ground vibration levels were within regulatory criteria. Caller was advised of investigation and monitoring results. |
| 10/12/2016 15:52 | Other | General Dust | Community Response Line | Investigation revealed no issue with dust. Additionally the phone number provided was disconnected or false - therefore we believe this was not a genuine complaint |
| 20/12/2016 9:45 | Other | General Dust | Community Response Line | Investigation revealed no issue with dust. Additionally the phone number provided was disconnected or false - therefore we believe this was not a genuine complaint |
| 21/12/2016 13:02 | Thomas Mitchell Drive | General Dust | Community Response Line | Investigation revealed mining operations had already ceased at the time. Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria. |