

BHP Mt Arthur Coal
Community Complaints Summary
Community Response Line #1800 882 044
Period: July 22



Date	Time	From	Issue	Lodgement type	Investigation and response to caller
20/07/2022	6.39pm	Roxburgh Road	Light	Community Response Line	Complaint not received due to a fault from the phone line carrier not notifying the production number. Rectified now and tested.
20/07/2022	10.50pm	Roxburgh Road	Light	Community Response Line	Investigation revealed location of stationary lights, which was switched off to the resident's satisfaction.
26/07/2022	6:49pm	Roxburgh Road	Light	Community Response Line	Several lights were altered to mitigate impacts to the complainant's satisfaction.
28/07/2022	10:04am	Denman Road	Blast Vibration	Community Response Line	Blast results were in line with our approval.