BHP Mt Arthur Coal
Community Complaints Summary
Community Response Line # 1800 882 044
Period: September 2019

Date	Time	From	Issue	Lodgment type	Investigation and response to caller
9/09/2019	7.04pm	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and actions taken.
29/09/2019	6.04am	Roxburgh Road	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
29/09/2019	9.39pm	Roxburgh Road	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.