

# Community Complaints Summary

<b>Date and time</b>	<b>From</b>	<b>Issue</b>	<b>Lodgement type</b>	<b>Investigation and response to caller</b>
1/12/2015 16:10	Antiene	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.
05/12/2015 10:10	Denman Road	General Dust	Community Response Line	Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria. Caller did not request to be called back regarding investigation and monitoring results.
10/12/2015 20:40	Muswellbrook	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and action taken. Caller advised they were satisfied that the issue had been resolved
11/12/2015 10:34	Denman Road	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. Caller did not request to be called back regarding investigation and monitoring results.
14/12/2015 19:48	Other	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. Caller did not request to be called back regarding investigation and monitoring results.
16/12/2015 21:46	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were turned off or redirected. Caller did not request to be called back regarding investigation results.
17/12/2015 13:25	Muswellbrook	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 did not request to be called back regarding investigation and monitoring results.
21/12/2015 16:51	Roxburgh Road	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. Caller was advised of investigation and monitoring results.