



Community Complaints Summary

BHP Mt Arthur Coal Community Response Line: 1800 882 044

November 2018

Date and time	From	Issue	Lodgement type	Investigation and response to caller
02/11/2018 21:47	Racecourse Road/Sheppard Avenue	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.
02/11/2018 20:33	Other	Lighting	Community Response Line	Investigation revealed no offending lights. Caller did not request to be called back regarding investigation results.
02/11/2018 21:47	Racecourse Road/Sheppard Avenue	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.

07/11/2018 11:37	Racecourse Road/Sheppard Avenue	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.
13/11/2018 20:59	Racecourse Road/Sheppard Avenue	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.
22/11/2018 9:26	Roxburgh 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.
22/11/2019	Thomas Mitchell Drive	Other	Lodged with Third Party	Investigation revealed source of complaint and measures will be undertaken to review processes.
23/11/2018 21:06	Skellatar Stock Route	General Dust	Community Response Line	Investigation revealed mining operations were reduced at the time. Results at the nearest monitor indicated dust levels were elevated at the time. Unable to contact caller to advised of investigation and monitoring results.

23/11/2018 21:06	Skellatar Stock Route	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
27/11/2018 21:33	Racecourse Road/Sheppard Avenue	Lighting	Community Response Line	Investigation revealed no issues with lights
