

Community Complaints Summary

| Date and time | From | Issue | Lodgement type | Investigation and response to caller |
|----------------------|---------------|-------------------|-------------------------|--|
| 01/10/2015 9:52 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 05/10/2015 18:55 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 06/10/2015 15:14 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 06/10/2015 17:16 | Muswellbrook | 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. |
| 07/10/2015 10:19 | Muswellbrook | 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. |
| 07/10/2015 10:26 | 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 did not request to be called back regarding investigation and monitoring results. |
| 07/10/2015 15:15 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 08/10/2015 14:07 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 12/09/2015 11:03 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 12/09/2015 22:02 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |

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|----------------------|---------------------|-------------------|-------------------------|---|
| 14/10/2015 17:43 | Other | General Dust | Community Response Line | Investigation revealed weather conditions were suitable for blasting 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. |
| 15/10/2015 6:42 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 15/10/2015 6:42 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 16/10/2015 11:11 | Muswellbrook | 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. |
| 17/10/2015 18:40 | New England Highway | 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. |
| 17/10/2015 19:03 | 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. |
| 22/10/2015 3:18 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 24/10/2015 15:40 | Other | General Dust | Community Response Line | Investigation revealed 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. |
| 29/10/2015 17:40 | Muswellbrook | General Dust | Community Response Line | Investigation revealed 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. |