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

BHP

Date	Time	From	Issue	Lodgment type	Investigation and response to caller
6/10/2019	8.15am	Racecourse Road/Sheppard Avenue	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.
13/10/2019	10.42am	Roxburgh Road	Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Noise monitoring results indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
15/10/2019	11.06pm	Roxburgh Road	Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Noise monitoring results indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
20/10/2019	10.00pm	Roxburgh Road	Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Noise monitoring results indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
24/10/2019	7.34pm	Ironbark Road	Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Noise monitoring results indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.