

BHP Mt Arthur Coal
Community Complaints Summary
Community Response Line #1800 882 044
Period: November 2025



Date	Time	From	Issue	Lodgment Type	Investigation and Response to Caller
4/11/2025	5.41am	Denman Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and action taken.
5/11/2025	8.08am	Muswellbrook	Other	Phone Call	Stakeholder concern regarding a non-operational matter. Engagement ongoing.
18/11/2025	9.38am	Denman Road	General Dust	Phone Call	Investigation revealed minimal incremental impact. No reportable exceedances.