

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
15	2/04/2018	8.41am	112	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, dozers, horns and trucks. The External Relations Manager phoned the complainant at 12.31pm to provide an update on operations. The complainant thanked her for the call.
16	4/04/2018	8.42am	Kayuga Road	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, horns and trucks. The External Relations Manager phoned the complainant at 11.12am to provide an update on operations.
17	5/04/2018	8.05am	112	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, horns, and why two way radios are not used? The External Relations Manager phoned the complainant at 10.45am to provide an update on operations. The complainant thanked her for the call.
18	8/04/2018	8.10am	289	Noise	Complaint received via the Hotline. Discussed machinery noise, trucks and excavator operating. No contact details were provided by the caller.
19	8/04/2018	3.15pm	ANON	Dust	Direct call to Brisbane Head Office of MACH Energy. Complainant discussed dust on Wybong Road. No contact details were left by the caller.
20	9/04/2018	6.26pm	112	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, horns and motor noise. The External Relations Manager phoned the complainant at 9.10am on the 10/04/2018 to provide an update on operations. The complainant thanked her for the call.

21	10/04/2018	12.50pm	ANON	Community Disruption	Complaint received via the Hotline. Discussed mine vehicles using Wybong Road to access site. No contact details were provided.
22	13/04/2018	6.14pm	112	Noise	Complaint received via the Hotline. Discussed continuous engine noise. The External Relations Manager phoned the complainant at 6.45pm to provide an update on operations. The complainant thanked her for the call.
23	16/04/2018	6.17pm	112	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, dozers tracking, shovels and motor noise. The External Relations Manager phoned the complainant at 7.10pm to provide an update on operations. The complainant thanked her for the call.
24	19/04/2018	9.14am	Roxburgh Road	Community Disruption	Complaint received via email. Discussed mine vehicles using Roxburgh Road to access site and not driving to conditions. The External Relations Manager replied to the email providing an update on Site Access Management Plan. Consent Conditions state only Kayuga Bridge cannot be used to access site.
25	19/04/2018	4.55pm	ANON	Dust	Complaint received by Department of Planning. Discussed excessive dust coming from site. No contact details provided.
26	19/04/2018	6.14pm	Racecourse Road	Dust	Complaint received via Hotline. Discussed dust coming from site as being out of control. The complainant stated this was going on all day and night. As requested, the External Relations Manager emailed details to the complainant regarding dust monitoring. Also explaining that Mount Pleasant only operated between 7am-7pm.

27	25/04/2018	8.13am	112	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, squeaking, double beeps on machinery and crunching sounds. The External Relations Manager phoned the complainant at 12.03pm to provide an update on operations. The complainant thanked her for the call. Mining operations reviewed at time of the complaint. Real time monitors reviewed and within compliance. No noise alarms were received at the time of the complaint.
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