

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
59	3/08/2018	10.44am	Racecourse Road	Noise	Complaint received via the Hotline. Discussed her day being disturbed by mine noise and this should not happen. Dozers tracking, trucks dumping. Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance.
60	3/08/2018	5.23pm	289	Noise	Complaint received via the Hotline. Discussed noise coming from site. Dozers tracking, trucks dumping. Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance. The External Relations Manager phoned the complainant at 5.55pm to provide an update on operations.
61	4/08/2018	11.33am	289	Noise	Complaint received via the Hotline. Discussed noise coming from site. Dozers tracking, trucks dumping. Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance. The External Relations Manager phoned the complainant at 12.30pm to provide an update on operations.

62	5/08/2018	10.11am	289	Noise	Complaint received via the Hotline. Discussed noise coming from site. Dozers tracking, trucks dumping. Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance. The External Relations Manager phoned the complainant at 1.00pm to provide an update on operations.
63	5/08/2018	6.20pm	Racecourse Road	Dust	Complaint received via the Hotline. Discussed dust coming from site, the dust from the three mines is out of control. The External Relations Manager phoned the complainant at 6.55pm to provide an update on operations. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance.
64	8/08/2018	8.29am	289	Noise	Complaint received by text message to the External Relations Manager. Mine operation noise, trucks. Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance. The External Relations Manager phoned the complainant at 10.15am to provide an update on operations.

65	13/08/2018	N/A	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from site, the prevailing winds at this time of year are strong and blow dust over the town. Today is particularly windy. No contact details provided. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance. Reponse to EPA.
66	14/08/2018	7.54am	112	Noise	Complaint received by text message to the External Relations Manager. Mine operation noise, trucks. Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance. The External Relations Manager phoned the complainant at 9.30am to provide an update on operations.
67	17/08/2018	11.14am	McCullys Gap	Blast	Complaint received via the Hotline. Discussed blast that had rattled his windows. Operational blast management controls reviewed by mining contractor. All blast compliance monitors within compliance limits. The External Relations Manager phoned the complainant at 12.35pm to provide an update on operations.

68	17/08/2018	3.35pm	Skellatar Stock Route	Dust	Complaint received via the Hotline. Discussed dust covering his home. The External Relations Manager phoned the complainant at 4.20pm to provide an update on operations. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance.
69	18/08/2018	3.55pm	Wybong Road	Dust	Complaint received via the Hotline. Discussed dust coming from site. The External Relations Manager phoned the complainant at 4.20pm to provide an update on operations. Operational dust management controls reviewed and within compliance. Operations altered at 10.00am and all mining activities were ceased at 11.00am due to visual dust triggers. Four water carts were in operations. No dust alarms were received at the time of the complaint.
70	19/08/2018	2.23pm	Unknown	Dust	Complaint received via the Hotline. Discussed dust coming from site. No contact details provided. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance.
71	23/08/2018	5.28pm	Racecourse Road	Dust	Complaint received via the Hotline. Discussed dust coming from site, it is unbearable. The External Relations Manager phoned the complainant at 5.45pm to provide an update on operations. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance.

71	31/08/2018	4.11pm	Racecourse Road	Noise/Dust	Complaint received via the Hotline. Discussed operational noise and dust coming from site. The dust is impacting his business and family. The noise is unbearable. The External Relations Manager phoned the complainant at 4.30pm to provide an update on operations. Operational dust and noise management controls reviewed by the mining contractor. No dust or noise alarms were received at the time of the complaint. Real time dust and noise monitors reviewed and within compliance.
----	------------	--------	-----------------	------------	--