

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
30	13/06/2018	9.18am	Kayuga Road	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, continual grinding. The External Relations Manager phoned the complainant at 11.15am to provide an update on operations.
31	13/06/2018	6.36pm	Kayuga Road	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, continual grinding. The External Relations Manager phoned the complainant at 6.55pm to provide an update on operations.
32	13/06/2018	6.45pm	Kayuga Road	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, continual grinding sound. The External Relations Manager phoned the complainant at 6.55pm to provide an update on operations.
33	15/06/2018	9.23am	MSC	Dust	Complaint received via the Hotline. Complainant rang Muswellbrook Shire Council to complain about dust from Mount Pleasant. No call back details were provided by Muswellbrook Shire Council. Operational noise management controls were reviewed by the mining contractor. No dust alarms were received at the time of the complaint.
34	19/06/2018	12.36pm	Kayuga Road	Blasting	Complaint received by email to Land & Property Superintendent. Discussed blast that shook the house and rattled the windows. The External Relations Manager emailed the complainant at 0730 on 20th June 2018 to provide an update on operations. The Mount Pleasant Operation did not conduct a blast on the 19th June 2018.