

## COMMUNITY COMPLAINTS -2021

<i>Complaint #</i>	<i>Person Receiving Complaint</i>	<i>Quarter</i>	<i>Date Received</i>	<i>Method Contact</i>	<i>Of</i>	<i>Nature Of Complaint</i>	<i>Action Taken By Licensee</i>	<i>Follow Up Contact</i>
69124	Amanda Bateman	Q4	23 <sup>rd</sup> December 2021	Phone		Noise/Vibration	Resident asked to keep a log.	Investigation closed out.
62996	Amanda Bateman	Q4	20 <sup>th</sup> December 2021	Email		Social Media	GFG Media policy reminder issued to all employees	
53621	Amanda Bateman	Q3	30 <sup>th</sup> September 2021	Phone		Noise/Vibrations	Resident asked to keep a log.	Investigation closed out.
56964	Amanda Bateman	Q3	6 <sup>th</sup> August 2021	Phone		Noise/Vibrations	Resident asked to keep a log, investigation underway	Noise log did not line up with CHPP or mine operations.
23666	Amanda Fitzgerald	Q2	1st May 2021	Phone		Vibrations	Investigation conducted and actions completed.	
22908	Sabina Potter	Q2	26 <sup>th</sup> April 2021	Phone		Noise	Investigation found no loud bang on/from site during that night.	Complainant refused to give contact details. No further follow up could be initiated.
22798	Amanda Fitzgerald	Q2	23 <sup>rd</sup> April 2021	Email		Social Media	GFG Media policy reminder issued to all employees	Acknowledgement and response issued to complainant
22528	Amanda Francis	Q2	22 <sup>nd</sup> April 2021	Phone		Train Noise	Investigation into Train schedule and any issues recently. No issues. Quarterly noise audit	Complainant notified of findings.

						conducted on the 22 <sup>nd</sup> April 2021 – noise levels within consent.	
<b>22472</b>	<i>Amanda Fitzgerald</i>	Q2	22 <sup>nd</sup> April 2021	Email	Noise (causing vibrations)	Immediate investigation into rail movements and any changes of late. No changes to train movements, Noise monitors checked and within site limits.	Complainant notified of findings.
<b>22590</b>	<i>Amanda Francis</i>	Q2	20 <sup>th</sup> April 2021	Text msg	Vibrations	Investigations conducted	
<b>22591</b>	<i>Amanda Fitzgerald</i>	Q2	20 <sup>th</sup> April 2021	In person	Train noise and Vibrations	Immediate investigation into rail movements and any recent issues regarding stockpiles and/or conveyors on site. No issues with machinery on site or trains	Acknowledgement and response issued to complainant.
<b>17882</b>	<i>Amanda Francis</i>	Q1	18 <sup>th</sup> March 2021	In person	Social Media Comment	GFG Media policy reminder issued to all employees	Acknowledgement and response issued to complainant
<b>27361</b>	<i>Sabina Potter</i>	Q1	9 <sup>th</sup> March 2021	Phone	'No Mine at Bargo' signs being removed	Without further evidence Tahmoor Coal employees are involved, we were unable to assist further with the matter.	Emailed acknowledging complaint received.
<b>20210217.1</b>	<i>Amanda Francis</i>	Q1	17 <sup>th</sup> February 2021	In person at Admin	Social Media comment(s)/reaction emojis	Investigation into personnel listed by complainant and if	

						they work at site. Shift Brief to all employees of Tahmoor Social Media code of conduct reminder.	
<b>20210214.1</b>	Zina Ainsworth	Q1	14 <sup>th</sup> February 2021	Email via EPA	<b>Water</b>	Immediate investigation of Dams and Discharge Points across site.	Not attributed from Mining related activities or Mine site.
<b>20210107.2</b>	Zina Ainsworth	Q1	7 <sup>th</sup> January 2021	Email via EPA	<b>Water</b>	Immediate investigation of Dams and Discharge Points across site.	Not attributed from Mining related activities or Mine site.
<b>20210107.1</b>	Amanda Francis	Q1	7 <sup>th</sup> January 2021	Phone call to Amanda Francis	<b>Train noise</b> - recurrent	Previous and Current actions including mitigation of Train noise on loop line by way of reducing train speed on MSRL has been effective – Future mitigation works are planned with the Tahmoor South Project.	