



COMMUNITY COMPLAINTS REGISTER - 2022

| January | February | March | April | May | June | July | August | September | October | November | December | Total |
|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|----------|-------|
| 0 | 0 | 3 | 0 | 0 | 0 | 1 | 5 | 0 | 3 | 0 | 0 | 12 |

| Complaint # | Person Receiving Complaint | Quarter | Date Received | Method of Contact | Nature of Complaint | Action Taken by Licensee | Follow Up Contact |
|-------------|----------------------------|---------|---------------|-------------------|---|--|---|
| 78180 | Amanda Bateman | Q1 | 04/03/2022 | Email | Road drainage issue | Referred to Council | Works completed |
| 78257 | Amanda Bateman | Q1 | 14/03/2022 | Phone | Road drainage issue | Referred to Council | Works completed |
| 78249 | Amanda Bateman | Q1 | 18/03/2022 | Email | Road drainage issue | Referred to Council | Works completed |
| | Amanda Bateman | Q3 | 15/07/2022 | Phone | Noise & vibration complaint, seeking update on mine site mitigation works | Update provided on site noise mitigation works. Provided noise log for resident to track noise & vibration issues. | Acknowledgement & response issued to complainant. |
| | Amanda Bateman | Q3 | 01/08/2022 | Email | Loud siren causing disruption to resident | Council received a siren noise complaint from local resident. Mine site replaced collision warning siren with a lower dB output. | Works completed and response issued to Council. |
| | Amanda Bateman | Q3 | 02/08/2022 | Phone | Security company conducting U-Turns on resident's nature strip | Investigated immediately and direction issued to security company to cease driving on residential property nature strips. | Acknowledgement & response issued to complainant. |

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| | Amanda Bateman | Q3 | 02/08/2022 | Email | Dozer noise complaint | Update provided on site noise mitigation works. Provided noise log for resident to track noise. Offered an independent investigation by a noise consultant. | Acknowledgement & response issued to complainant. |
| | Amanda Bateman | Q3 | 11/08/2022 | In person | Tahmoor Coal consultant's disrespectful behaviour | Contacted the consultancy company to report the unfavourable behaviour experienced by the residents during a monthly inspection. | Apology provided to residents. Confirmed the consultant's behaviour improved next visit. |
| | Amanda Bateman | Q3 | 18/08/2022 | Email | Concrete disposed of in residential property | Investigated immediately and confirmed the concrete was disposed of by a contracting company. Contractor's services are no longer engaged by Tahmoor Coal. | Apology provided to resident and offer extended to attend site and clean up concrete. |
| | Amanda Bateman | Q4 | 10/10/2022 | Email | Mine alarms causing disruption to resident | Investigated immediately and reduced the volume of the Winder siren located to the north of pit top. | Acknowledgement & response issued to complainant. |
| | Amanda Bateman | Q4 | 17/10/2022 | Email | Discarded vegetation under rail overpass at Picton Viaduct | Investigated immediately and arranged a contractor to clear discarded vegetation on 20/10/2022. | Works completed and response issued. Complainant satisfied with the clearing works. |

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| | Amanda Bateman | Q4 | 31/10/2022 | Phone | Creek remediation compound with chemicals set up at Aboriginal heritage site | Investigated immediately and confirmed the creek remediation compound is not located at an Aboriginal heritage site. The bunded area is constructed in accordance with the approved control plans. No impact was caused by the creek remediation activities to the rock overhang. Arranged the contractor to demobilise the site on 01/11/2022 to alleviate any concerns. | Works completed and response issued to complainant. |
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