



COMMUNITY COMPLAINTS REGISTER - 2024

| January | February | March | April | May | June | July | August | September | October | November | December | Total |
|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|----------|-------|
| 0 | 3 | 0 | 4 | | | | | | | | | 7 |

| Person Receiving Complaint | Quarter | Date Received | Method of Contact | Nature of Complaint | Action Taken by Licensee | Follow Up Contact |
|----------------------------|---------|---------------|-------------------|---|---|--|
| Amanda Bateman | Q1 | 22/02/2024 | Phone | Perceived noise concerns from embankment tree clearing works along Remembrance Drwy Bargo | <p>Tahmoor Coking Coal Subsidence Project Manager met with residents following concerns raised and explained that Black Wattle tree clearing works were approved by council. The works were required as part of the subsidence monitoring program for clear line of sight for surveying Remembrance Drwy embankments.</p> <p>Tahmoor Coal agreed to install hedging plants along the embankment barrier when the warmer weather passes.</p> | Letter provided to impacted residents. When the weather cools down, hedging plants will be planted along the embankment barrier. |
| Amanda Bateman | Q1 | 22/02/2024 | Phone | Perceived noise concerns from embankment tree clearing works along Remembrance Drwy Bargo | <p>Tahmoor Coking Coal Subsidence Project Manager met with residents following concerns raised and explained that Black Wattle tree clearing works were approved by council. The works were required as part of the subsidence monitoring program for clear line of sight for surveying Remembrance Drwy embankments.</p> <p>Tahmoor Coal agreed to install hedging plants along the embankment barrier when the warmer weather passes.</p> | Letter provided to impacted residents. When the weather cools down, hedging plants will be planted along the embankment barrier. |
| Ross Barber | Q1 | 22/02/2024 | In person | Perceived noise concerns from embankment tree clearing works along Remembrance Drwy Bargo | <p>Tahmoor Coking Coal Subsidence Project Manager met with residents following concerns raised and explained that Black Wattle tree clearing works were approved by council. The works were required as part of the subsidence monitoring program for clear line of sight for surveying Remembrance Drwy embankments.</p> <p>Tahmoor Coal agreed to install hedging plants along the embankment barrier when the warmer weather passes.</p> | Letter provided to impacted residents. When the weather cools down, hedging plants will be planted along the embankment barrier. |

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| Amanda Bateman | Q2 | 02/04/2024 | Email | Truck movements along Great Southern Road Bargo | Tahmoor Coking Coal advised the resident that Wollondilly Shire Council is transporting material from Tahmoor Mine site and their email was referred to council for response. | Letter provided to residents to direct complaints to council regarding truck haulage operations. |
| Amanda Bateman | Q2 | 02/04/2024 | Email | Truck movements along Great Southern Road Bargo | Tahmoor Coking Coal advised the resident that Wollondilly Shire Council is transporting material from Tahmoor Mine site and their email was referred to council for response. | Letter provided to residents to direct complaints to council regarding truck haulage operations. |
| Amanda Bateman | Q2 | 02/04/2024 | Email | Truck movements along Great Southern Road Bargo | Tahmoor Coking Coal advised the resident that Wollondilly Shire Council is transporting material from Tahmoor Mine site and their email was referred to council for response. | Letter provided to residents to direct complaints to council regarding truck haulage operations. |
| Amanda Bateman | Q2 | 03/04/2024 | Email | Truck movements along Great Southern Road Bargo | Tahmoor Coking Coal advised the resident that Wollondilly Shire Council is transporting material from Tahmoor Mine site and their email was referred to council for response. | Letter provided to residents to direct complaints to council regarding truck haulage operations. |