COMMUNITY COMPLAINTS –2020

Complaint #	*Person Receiving Complaint*	*Quarter*	*Date Received*	*Method Of Contact*	*Nature Of Complaint*	*Action Taken By Licensee*	*Follow Up Contact*
20201222	*Zina Ainsworth*	*Q4*	*22nd December 2020*	*Email Via EPA*	***Water***	*Immediate investigation of Tea Tree Hollow Creek and Bargo River extents*	*Not attributed from Mining related activities or Mine site.*
20200928	*Zina Ainsworth*	*Q3*	*28th September 2020*	*Email Via DPIE*	***Noise***	*Further Noise assessments to be undertaken with approval of DPIE.*	*Further Noise assessment underway regarding mine related train noise and property.*
2020090721.0	*Amanda Francis*	*Q3*	*6th August 2020*	*Phone call to Amanda Francis*	***Vibrations***	*Deployment of vibration monitoring equipment Looking at other avenues that could cause vibrations such as low freq noise. Noise/Vibration specialist engaged to conduct assessment of property. Unknown source.*	*Investigation Complete.*
202008049.1	*Amanda Francis*	*Q3*	*4th August 2020*	*Phone Call to EPA*	***Noise***	*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. Upgraded mufflers on REA trucks completed.*	*Further Noise assessment underway regarding mine related train noise and property.*

202008118.0	*Amanda Francis*	*Q3*	*4th August 2020*	*Phone Call*	***Vibrations***	*Visited complainant Location. SX25 deployed at residence for 2 weeks. CHPP Low freq noise causing vibrations on aluminium window panes. Seal replacement successfully mitigated effects.*	*Investigation complete. Mitigation works completed.*
202007082.1	*Employee Complaint received by: RFS and Natalie Brumby in person*	*Q2*	*29th June 2020*	*Phone call to RFS day/s after employee talked to on 29/6/2020*	***Bushfire hazard/Fallen Tree***	*RFS*	*RFS engaged to remove fallen tree across fire trail – Complete July 2020*
202005127.0	*Employee Complaint received by: Amanda Fitzgerald*	*Q2*	*8th May 2020*	*Phone call*	***Noise*** *(Drilling)*	*Fiona Robinson*	*Noise related to construction at an adjoining property. Unrelated to mining activities.*
202005184.0	*Employee Complaint received by: Amanda Fitzgerald*	*Q2*	*13th April 2020*	*Phone call*	***Vibrations***	*Amanda Fitz Patrick and David Talbert deployment of Vibration Monitoring equipment.*	*Initial vibration monitoring equipment results show no sizable vibrations which could be felt via humans.*

201902253.0	*Employee Complaint received by: Fiona Robinson*	*Q2*	*7th April 2020*	*Email/Written Correspondence*	***Noise***	*Noise monitor SX25 placed on site for 2 weeks, investigation underway. Site Noise assessment undertaken by Atkins Acoustics on property on 29th July. Investigation complete. 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. Upgraded mufflers on REA trucks completed.*	*Further Noise assessment underway regarding mine related train noise and property.*