COMMUNITY COMPLAINTS -2021

Complaint #	*Person Receiving Complaint*	*Quarter*	*Date Received*	*Method Of Contact*	*Nature Of Complaint*	*Action Taken By Licensee*	*Follow Up Contact*
69124	*Amanda Bateman*	*Q4*	*23rd December 2021*	*Phone*	*Noise/Vibration*	*Resident asked to keep a log.*	*Investigation closed out.*
62996	*Amanda Bateman*	*Q4*	*20th December 2021*	*Email*	*Social Media*	*GFG Media policy reminder issued to all employees*	
53621	*Amanda Bateman*	*Q3*	*30th September 2021*	*Phone*	*Noise/Vibrations*	*Resident asked to keep a log.*	*Investigation closed out.*
56964	*Amanda Bateman*	*Q3*	*6th 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*	*26th 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*	*23rd April 2021*	*Email*	*Social Media*	*GFG Media policy reminder issued to all employees*	*Acknowledgement and response issued to complainant*
22528	*Amanda Francis*	*Q2*	*22nd 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 22nd April 2021 – noise levels within consent.	
22472	*Amanda Fitzgerald*	*Q2*	*22nd 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.*
22590	*Amanda Francis*	*Q2*	*20th April 2021*	*Text msg*	*Vibrations*	*Investigations conducted*	
22591	*Amanda Fitzgerald*	*Q2*	*20th 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.*
17882	*Amanda Francis*	*Q1*	*18th March 2021*	*In person*	*Social Media Comment*	*GFG Media policy reminder issued to all employees*	*Acknowledgement and response issued to complainant*
27361	*Sabina Potter*	*Q1*	*9th 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.*
20210217.1	*Amanda Francis*	*Q1*	*17th 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.	
20210214.1	*Zina Ainsworth*	*Q1*	*14th February 2021*	*Email via EPA*	***Water***	*Immediate investigation of Dams and Discharge Points across site.*	*Not attributed from Mining related activities or Mine site.*
20210107.2	*Zina Ainsworth*	*Q1*	*7th January 2021*	*Email via EPA*	***Water***	*Immediate investigation of Dams and Discharge Points across site.*	*Not attributed from Mining related activities or Mine site.*
20210107.1	*Amanda Francis*	*Q1*	*7th January 2021*	*Phone call to Amanda Francis*	***Train noise*** *- 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.*	