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.

	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.

	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.