COMMUNITY COMPLAINTS REGISTER - 2023

January	February	March	April	May	June	July	August	September	October	November	December	**Total**
0	1	1	1	0	0	0	0	0	0	0	0	**3**

Person Receiving Complaint	Quarter	Date Received	Method of Contact	Nature of Complaint	Action Taken by Licensee	Follow Up Contact
Amanda Bateman	Q1	21/02/2023	Phone	Loss of TV channels possibly due to noise monitor installed on neighbouring property	Contacted Novecom (noise monitor provider) for advice. Novecom advised they have not received a complaint of this nature and it would be highly unlikely for a noise monitor operated by batteries and solar to interfere with tv signal.	Phoned resident one week later to check in. Resident confirmed the channel signal returned to normal the same night as she made contact. Complaint closed.
Amanda Bateman	Q1	21/03/2023	Phone	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 will not need to attend the property again.
Amanda Bateman	Q2	29/04/2023	Email	Rattling windows and vibrations	Checked location of property from longwall operations and pit top (3.5km away). Investigated the site operations and coal train activities and found noise levels for the period were within baseline conditions for site and no unusual activity was undertaken during this time.	Emailed resident a response following investigation outcome.