COMMUNITY COMPLAINTS REGISTER - 2024

January	February	March	April	May	June	July	August	September	October	November	December	**Total**
0	3	0	4	0	0	0	1	1	0	0	0	**9**

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	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. Tahmoor Coal agreed to install hedging plants along the embankment barrier when the warmer weather passes.	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	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. Tahmoor Coal agreed to install hedging plants along the embankment barrier when the warmer weather passes.	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	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. Tahmoor Coal agreed to install hedging plants along the embankment barrier when the warmer weather passes.	Letter provided to impacted residents. When the weather cools down, hedging plants will be planted along the embankment barrier.

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.
Amanda Bateman	Q3	26/08/2024	Message	Perceived aggressive truck movements along Charlies Point Road Bargo	Tahmoor Coking Coal reached out to all trucking companies to provide a reminder to all truck drivers to be mindful of residents living along Charlies Point Road and drive to road conditions.	Update provided to resident that all truck companies were issued an instruction to speak with their drivers about driving to road conditions.
Amanda Fitzgerald	Q3	25/09/2024	Phone	Vibration noise from windows and internal ensuite mirror	Tahmoor Coking Coal requested resident keep a noise log for one week and provide results on 1 October 2024 for further investigation. Complaint closed in November 2024, no noise log received from resident to investigate complaint.	Emailed and phoned resident to follow up noise log. No further information provided.