

**Boggabri Coal Complaints Summary
2016**

Complaint Number	Date of Incident	Type of Complaint	Complainant ID	Mode of Complaint	Comments	Action
BC102	18/02/2016	Complaint	Dust	Via phone call to Environmental Superintendent	Complainant stated that there was visible dust coming from a blast event which crossed their property and residence.	Boggabri Coal Environmental Superintendent and General Manager Operations met with the complainant on the 18/02/16 to discuss concerns. An investigation of the event was undertaken and feedback provided to the complainant. The EPA, DPE and DRE were notified of the complaint. No further actions were required.
BC103	22/02/2016	Complaint	Water	BCOP Community Hotline	Complainant expressed his displeasure at the "coal mine" and requested that the mine cease operation. The complainant took issue with the mine's impact on water	The complaint was very generalized with no specific response requested, no contact details were provided. No further actions were required.
BC104	21/04/2016	Complaint	Traffic	Phone call to Boggabri Coal office	A Boggabri resident complained about the speed of traffic allegedly coming from the local Civeo Villiage. Vehicles were also said to be using high beam in the town area.	BCOP Environmental Superintendent met with the complainant to discuss concerns. BCOP Civil Supervisor observed traffic behaviour along the route in question. BCOP workforce was notified of the complaint and reminded to abide by road laws.
BC105	20/05/2016	Complaint	Blasting/Dust	Phone call to Environmental Advisor	Complainant stated that dust was heavy in the air and the wind had been blowing towards the complainant's house the previous evening. The complainant had been able to hear the mine for the last month. A blast on the previous Wednesday had shaken the complainant's house	BCOP Environmental Superintendent rang the complainant and provided the following feedback: The blast in question was not a BCOP blast, changes were made to night time operations to reduce noise & dust, weather conditions continue to be monitored (ongoing).
BC106	24/05/2016	Complaint	Noise	Phone call to Environmental Superintendent	Complainant rang regarding a water pump which had been keeping him awake at night	The pump in question was idled back in the evening to reduce noise, the complainant was notified of this action
BC107	9/06/2016	Complaint	Noise	Phone call to Boggabri Coal office	Complainant rang regarding a water pump which had been keeping him awake at night, this was a follow up to a previous complaint relating to the same pump	The pump in question was shut down in the evenings and only operated during daylight hours, the complainant was notified of this action
BC108	4/07/2016	Complaint	Blasting		After the firing of Shot #715 BH13_31_310RL at 11:15am, BCOP reported a community complaint had been received relating to noise and vibration from a property approximately 6kms to the south of the mine site.	Monitoring readings undertaken for the blast at nominated locations were found to be compliant. The complainant was called back and provided with blast results and feedback.
BC109	28/10/2016	Complaint	Blasting	Phone call to site	A telephone complaint was received in relation to a blast fired at 11am on the 28th October. The complainant stated that they felt the blast in their house.	The blast was well within limits. The blast effects were so low the nearest monitor was not triggered. BC Environmental Representative visited the complainant to discuss the blast result. In the future if blasts are to be fired in similar weather conditions the complainant will be contacted prior to the blast being fired.