

**BHP Mt Arthur Coal**  
**Community Complaints Summary**  
**Community Response Line #1800 882 044**  
**Period: August 22**



<b>Date</b>	<b>Time</b>	<b>From</b>	<b>Issue</b>	<b>Lodgement type</b>	<b>Investigation and response to caller</b>
03/08/2022	10:15am	Racecourse Road/Sheppard Avenue	Blast	Community Response Line	Investigations revealed that BHP did not blast at this time on this day.
07/08/2022	12:41pm	Denman Road	Blast Vibration	Community Response Line	Investigation revealed that caller was calling about historical blasts and not one that had occurred that day. BHP encouraged caller to always call the community response line when impacts occur so they can be identified and mitigated.
07/08/2022	12:43pm	Denman Road	Blast Dust	Community Response Line	Investigation revealed that caller was calling about historical blasts and dusts - not one that had occurred that day. BHP encouraged caller to always call the community response line when impacts occur so they can be identified and mitigated.
07/08/2022	12:44pm	Denman Road	Other	Community Response Line	Investigation revealed that caller was calling about historical impacts from operations. BHP encouraged caller to always call the community response line when impacts occur so they can be identified and mitigated straight away.
25/08/2022	11.17PM	Roxburgh Road	Noise	Community Response Line	Investigation revealed that there was no noise exceedances reported during the complaint window.
31/08/2022	7.04pm	Roxburgh Road	Light	Community Response Line	Lighting moved to the satisfaction of the complainant.