

Community Complaints Summary

Date and time	From	Issue	Lodgement type	Investigation and response to caller
02/07/2015 18:41	Denman Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and action taken. Caller advised they were satisfied that the issue had been resolved
02/07/2015 12:00	Other	Blast Vibration	Community Response Line	Investigation revealed weather conditions were suitable for blasting at the time. Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria. Caller was advised of investigation and monitoring results.
09/07/2015 11:06	Denman Road	Blast Overpressure Noise	Community Response Line	Investigation revealed weather conditions were suitable for blasting at the time. Results indicated overpressure noise and ground vibration levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
09/07/2015 11:14	Denman Road	Blast Overpressure Noise	Community Response Line	Investigation revealed weather conditions were suitable for blasting at the time. Results indicated overpressure noise and ground vibration levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
09/07/2015 15:19	Muswellbrook	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
09/07/2016 15:19	Muswellbrook	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
15/07/2015 18:24	Other	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and action taken. Caller advised they were satisfied that the issue had been resolved
21/07/2015 15:30	Muswellbrook	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
22/07/2015 8:35	Muswellbrook	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
24/07/2015 14:58	Racecourse Road	Blast Overpressure Noise	Community Response Line	Investigation revealed weather conditions were suitable for blasting at the time. Results indicated overpressure noise and ground vibration levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
26/07/2015 12:02	Muswellbrook	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor indicated noise levels were within internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results.
26/07/2015 17:02	Muswellbrook	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor indicated noise levels were within internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results.

Date and time	From	Issue	Lodgement type	Investigation and response to caller
30/07/2015 15:59	Muswellbrook	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor indicated noise levels were within internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results.
