BHP Mt Arthur Coal
Community Complaints Summary
Community Response Line # 1800 882 044
Period: Feb-20

Date	Time	From	Issue	Lodgment type	Investigation and response to caller
9/02/2020	10.42pm	Roxburgh Road	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.
17/02/2020	8.00pm	Jerrys Plains 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.