

Complaints Register2015

No.	Date	Time	Mode of Complaint	Nature of Complaint	Complaint Comments	Action taken
1	10/05/2015	10:25AM	Phone	Dust	Complainant contacted the environmental complaint hotline. Environmental Adviosr contacted complainant in relation to his dust complaint. Complainant indicated that due to the extreme North Westerly winds that dust originating from Integra Coal Operations was impacting his residence. Environmental Advisor assured that no operations were occurring at the time of the complaint as Integra is currently held in care and maintenance. Complainant acknowledged that this may have been the case but insisted that the dust seemd to be originating from the higher	
2	10/08/2015	11:20AM	Phone	Dust	Complainant contacted the environmental complaint hotline. Environmental Advisor (EA) contacted complainant as per his dust complaint. Complainant asked if the EA could go and inspect Bridgman Road, near his residence, as there was a large dust plume coming from the North that was directly impacting his residence. EA committed the conducting inspection of Bridgman Road and of the Northern Open Cut area to determine the origin of the dust. Complainant said that it was very windy and due to the significant westerly winds, his residence is impacted by dust. Complainant wanted the complaint recorded. EA noted request and stipulated that there was no operational activities being completed at this time in the Northern Open Cut.	Environmental Advisor contacted the CHPP planner and Pumping Coordinator to discuss ways in which to reduce dust from Tailings Dam 2. Water was pumped to the tailings dams and the spigot lines were open to partially cover the edges of the Tailings dam to reduce dust. Water cart was also in operations on the access roads to the tailings dams and North Open Cut areas to minimise dust.
3	12/08/2015	3:44PM	Phone	Dust	Complaint recorded via the environmental complaint hotline on the 12th October 2015. Environmental Advisor (EA) contacted complainant on the 13th October in relation to the dust complaint. Complainant advised EA that strong gusty westerly winds had resulted in another large dust plume originating from the Northern Open Cut area. EA stated that there was no operational activities being carried out at the time of complaint. EA advised complainant that discussions were held with staff at the morning meeting to try and alleviate dust n from the Tailings Dam 2 area.	Environmental Advisor (EA) discussed potential actions that could be implemented to reduce dust from pluming of Tailings Dam 2 and Northern Open Cut (NOC) area in the morning meeting. Water carts were operational periodically throughout the day and spigot lines were open to reduce dust from Tailings Dam 2. EA conducted regular inspections of the NOC area throughout the day.
4	29/12/2015	7:40pm	Phone	Other	Complaint received via EPA from a community resident stating that Glennies Creek was clear at 6:30am and at 8:30am it was identified by the community resident that the water in Glennies Creek was dark brown and turbid. Complainant stated that no rain was reported on the day of the event and asked if Integra may of been discharging into Glennies Creek	Environmental Advisor (EA) was contacted by te EPA to ascertain if operations were possibly discharging mine water from site. EA stated that he was unaware of any water being released from site and said Rix's Creek has recently taken over the Open Cut operations, formally known as Integra Open Cut Operations. EPA compliance officer said that she would contact Rix's Creek in the morning to determine if a release of water had occurred from site. Rix's Creek personnel conducted an inspection of both the North Open Cut and Western Extension Open Cut locations and did not identify any discharge of water offsite.