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Rix's Creek Mine Complaints Register 2022

Number	Date Received	Site	Nature of Complaint	Location	How received	Action taken and findings
JANUARY 2022						
FEBRUARY 2022						
MARCH 2022						
1	29/03/2022	Rix's Creek	Lighting	Long Point	Phone	<p>Action: Environment Compliance Technician (ECT) drove to Long Point to visually identify light source with Complainant, while Open Cut Examiner (OCE) inspected the pit. An automated timer lighting plant was identified and shut down. Complainant phoned back to confirm light source had ceased.</p> <p>Findings: Complainant, ECT and OCE were able to work in unison to resolve issue quickly for the local community. Lighting plant to be relocated. Communicate with OCE and Operators the importance of the direction of lighting plant during installation.</p> <p>No further action required.</p>

APRIL 2022

MAY 2022

2	01/05/2022	Rix's Creek	Lighting	Long Point	Phone	<p>Action: Production Manager (PM) receive complaint from Community hotline and phoned Open Cut Examiner (OCE) who inspected the pit. An automated timer lighting plant was identified and shut down. PM phoned Complainant phoned back to confirm light source had ceased.</p> <p>Findings: Complainant, PM and OCE were able to work in unison to resolve issue quickly for the local community. Lighting plant to be relocated. Communicate with OCE and Operators the importance of the direction of lighting plant during installation.</p> <p>No further action required.</p>
3	10/05/2022	Rix's Creek	Blast	Maison Dieu	Phone	<p>Action: Environment Superintendent (ES) returned Complainants phone call about blast from previous day. Complainant said blast was felt at their residence. ES reviewed Blast results with Blast Supervisor (BS) and found blast within compliance.</p> <p>Findings: ES discussed the results of the blast with Complainant. ES also gave Complainant an overview of Blast procedure.</p> <p>No further action required</p>
4	28/05/2022	Rix's Creek	Noise	Mount Pleasant	Phone	<p>Actions: Environment Compliance Technician, on receiving the complaint, phoned the RCM Open Cut Examiner (OCE). The OCE explained that the mine was not operating on this particular evening.</p> <p>Findings: ECT returned the Complainants phone call and explained that RCM was not operational at the time of the original call.</p> <p>No further action required.</p>

JUNE 2022						
5	5/06/2022	Rix's Creek	Dust	Bridgman Road	Phone	<p>Actions: Environment Superintendent (ES) phoned the CHPP Supervisor and requested more spigot lines be opened to saturate the tailing dam surface.</p> <p>Findings: ES phoned Complainant to advise of the actions being taken to saturate the surface of the tailings dam by opening more spigot lines.</p> <p>No further action required.</p>
JULY 2022						
AUGUST 2022						
6	29/08/2022	Rix's Creek	Blast	New England Highway	Email	<p>Actions: Environment Superintendent (ES) and Environment Officer collected the data listed and required by the EPA to investigate the complaint from a member of the community.</p> <p>Findings: ES to reply to an information request from the EPA.</p>
SEPTEMBER 2022						
OCTOBER 2022						
7	28/10/2022	Rix's Creek	Dust	Bridgman Road	Phone	<p>Actions: Environment Superintendent (ES) phoned the CHPP Supervisor to request more spigot lines to be opened to saturate the tailing dam surface.</p> <p>Findings: ES phoned Complainant to provided more information and advise of the actions being taken to saturate the surface of the tailings dam by opening more spigot lines.</p> <p>No further action required.</p>

8	31/10/2022	Rix's Creek	Blast	Bridgman Road	Phone	<p>Actions: Environment Superintendent (ES) phoned Complainant. Complainant said blast shook house. Complainant said they would contact the EPA.</p> <p>Findings: ES reviewed the blast results and provided an overview to the Complainant while reaffirming that the Complainant was entitled to contact the EPA. Blast was within compliance. ES review blast with Blast Supervisor. EPA has contacted ES asking for further information about blast and conditions. ES to reply to EPA request.</p>
NOVEMBER 2022						
9	03/11/2022	Rix's Creek	Blast	New England Highway	Email	<p>Actions: Environment Superintendent (ES) phoned Complainant. Complainant said blast shook house. ES discussed the results with the Complainant.</p> <p>Findings: ES reviewed the results with the Complainant and noted that the results were within compliance levels.</p> <p>No further action required.</p>
DECEMBER 2022						

2022 Complaints Summary

	<i>Blast</i>	<i>Noise</i>	<i>Dust</i>	<i>Water</i>	<i>Lights</i>	<i>Odour</i>	<i>Other</i>
<i>Summary</i>	4	1	2	0	2	0	0
<i>2022 Total Complaints</i>	9						

Data updated 05/01/2023

