



WE CARE. WE DELIVER.

# Rix's Creek Mine Complaints Register 2023

Number	Date Received	Site	Nature of Complaint	Location	How received	Action taken and findings
<b>JANUARY 2023</b>						
<b>FEBRUARY 2023</b>						
1	14/02/2023	Rix's Creek	Lighting	Long Point	Rix's Creek Community and Blasting Hotline	<p><b>Action taken:</b> Open Cut Examiner (OCE) phoned Complainant back to advise of the actions that were being undertaken. OCE explained the light was being redirected back into the mine and downwards. The Environment Compliance Technician (ECT) also phoned the Complainant to advise they were heading to the south of the mine to confirm actions were effective.</p> <p><b>Findings:</b> Environment Superintendent (ES) discussed complaint with Operations Manager (OM) concerning mobile lighting plants and upper level dumps. No further action required.</p>

2	17/02/2023	Rix's Creek	Noise	Long Point	Rix's Creek Community and Blasting Hotline	<p><b>Action taken:</b> Environment Compliance Technician (ECT) returned the initial Complainant phone call. ECT drove to Long Point (LP). Meanwhile 2nd Complainant calls came in while ECT was driving to LP. When ECT arrived at LP to conduct noise monitoring, 2nd Complainant came and spoke with ECT. 2nd Complainant commented on the dozer tracking noise.</p> <p><b>Findings:</b> ECT conducted noise monitoring at LP at 9:51 - 10:14pm (2 readings) and 12:06 - 12:41am (3 readings). All readings were within compliance levels. ECT noticed no direct light source pointing in a southerly direction on either occasion. No further action required</p>
<b>MARCH 2023</b>						
<b>APRIL 2023</b>						
<b>MAY 2023</b>						
<b>JUNE 2023</b>						
<b>JULY 2023</b>						
<b>AUGUST 2023</b>						
<b>SEPTEMBER 2023</b>						

<b>OCTOBER 2023</b>						
<b>NOVEMBER 2023</b>						
<b>DECEMBER 2023</b>						

## 2023 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>	0	1	0	0	1	0	0
<i>2023 Total Complaints</i>	2						

Data updated 01/03/2023.

