

BLOOMFIELD COLLIERY
COMPLAINTS REGISTER

2021



No.	About *	Time/Date	Location	Details	Action Taken / Findings
21_01	N	9/2/21 11:11pm	Ashtonfield	Complaint via 'Hotline'. Complaint about noise at CHPP on night shift 9/2/21.	Mine Manager attempted to ring complainant on four occasions on 10/2/21 to discuss noise complaint. No message bank available.
21_02	N	9/2/21 11:24pm	Ashtonfield	Complaint via 'Hotline'. Complaint about noise at CHPP on night shift 9/2/21.	Mine Manager rang complainant on morning of 10/2/21 to discuss noise complaint. Night shift scheduled for the 10/2/21 cancelled due to unfavourable meteorological conditions.
21_03	N	11/5/21 1:43pm	Louth Park	Complaint via EPA received on 11/5/21. Complaint from Louth Park resident about noise from mining operations on night shift 5/5/21.	Environmental Advisor rang complainant on 11/5/21 and emailed the EPA on 13/5/21. Explained that noise model used to determine potential impacts and noise monitoring will be conducted at night if considered necessary. The noise model on 5/5/21 showed some minor enhancement in Louth Park but was low risk.
21_04	N	21/5/21 1:31pm	Ashtonfield	Complaint via email to Environmental Advisor. Complained about noise at CHPP during night shift on 18, 19 and 20/5/21.	Maine Manager rang complainant on 24/5/21. Explained that the noise model is used to determine potential impacts and noise monitoring is also conducted at night if considered necessary. The CHPP does not work of a night in southerly winds and uses predictive noise model when winds are favourable. As long as monitoring indicates operations within noise limits then operations will continue as scheduled.

21_05	N	29/10/21 6:51pm	Ashtonfield	Complaint via 'Hotline'. Complaint about noise from CHPP at end of night shift at 6 am on 29/10/21.	Environmental Advisor rang complainant at 8:15am on 29/10/21. Complainant said they have been there 3 years and noise is not normally an issue, however this morning seemed louder than normal. Environmental Advisor explained that the CHPP only operates one week a month on average, and only works overnight depending on the weather. Next week is scheduled to operate from Monday to Friday from 6 am to 6 pm.
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* D = Dust, N = Noise, B = Blasting, V = Visual, L = Lighting, W = Weeds, O = Other