

BLOOMFIELD COLLIERY
COMPLAINTS REGISTER
2019



No.	About *	Time/Date	Location	Details	Action Taken / Findings
19_01	N	8/4/2019 9:00am	Black Hill	Complaint via phone call directly to Mine Manager. Complained about noise during night shift on 7/4/19 at around 1am.	Mine Manager discussed noise complaint with complainant. Explained to them that improvements will be made to the review of the noise model for the Sunday nightshift.
19_02	N	11/4/2019 2:10pm	Ashtonfield	Complaint via email to Environmental Advisor. Complained about noise during night shift on 10/4/19 at around 1am.	Environmental Advisor responded by email on 12/4/19. Explained that Bloomfield tries to avoid night shift at the CHPP, however for operational reasons it was necessary. Atmospheric conditions on the 11/4/19 were predicted to be similar and as a result the night shift was cancelled. The noise predictive model was recently updated to include the CHPP operations and Bloomfield is learning to interpret the data.
19_03	N	11/4/2019 3:08pm	Ashtonfield	Complaint via 'Hotline'. Complaint about noise on night shift 10/4/19.	Environmental Advisor rang complainant on 11/4/19. Explained that we try to avoid night shift at the CHPP, however for operational reasons it was necessary. Atmospheric conditions on the 11/4/19 were predicted to be similar and as a result the night shift was cancelled. The noise predictive model was recently updated to include the CHPP operations and we are learning to interpret the data.
19_04	O	7/8/2019 5:05pm	Black Hill	Complaint via phone call to Mine Manager. Complaint about odour during previous days.	Mine Manager explained that extensive works had been carried out on a problem area of spon comb. More work may be conducted where considered necessary.

* D = Dust, N = Noise, B = Blasting, V = Visual, L = Lighting, W = Weeds, O = Other