

**BLOOMFIELD COLLIERY**

**COMPLAINTS REGISTER**

**2014**



No.	About *	Time/Date	Location	Details	Action Taken / Findings
14_01	N	11/3/2014 9:31pm	Ashtonfield	Complaint received via 'Website Feedback' email address. Complained about reversing beepers on loaders.	Mine Manager contacted complainant and made a home visit on 12/3/14. Washery was not operating at the time however loader on top pad was operating. Likely that without background noise generated by the washery then reversing beepers would be more audible than normal. Committed to undertake additional evening/night noise monitoring in Ashtonfield. Additional monitoring results were within allowable limits.
14_02	N	24/3/2014 11:26pm	Ashtonfield	Complaint received via 'Hotline'. Complained about truck grinding noise from washery during night of 24/3/14. Also commented that has been happening on previous couple nights.	Mine Manager contacted complainant and made a home visit on 25/3/14. Committed to undertake additional evening/night noise monitoring in Ashtonfield. Additional monitoring results were within allowable limits.
14_03	O	28/4/2014 10:37am	Black Hill	Complaint received via phone call to Environmental Officer. Complained about odour believed to coming from the mine.	Mine Manager spoke with complainant on 28/4/14 and explained remediation efforts on spon com area. Complainant was satisfied with this approach.
14_04	N	8/6/2014 7:57am	Ashtonfield	Complaint received via 'Hotline'. Complained about noise from washery during early hours of Sunday 8/6/14.	Mine Manager phoned complainant on 10/6/14. Determined that noise most likely to be track slap noise from reversing dozer. Nightshift operators instructed only to use first gear while reversing down stockpiles at night.
14_05	N	28-Jul-14	Buttai	Complaint raised in CCC meeting by community representative on behalf of other resident. Complaint concerning mining noise of an evening during previous week. No times or dates were able to be provided.	No action able to be taken due to delay in raising complaint. Bloomfield have previously issued contact details to residents requesting residents to contact Bloomfield directly regarding any complaints.

No.	About *	Time/Date	Location	Details	Action Taken / Findings
14_06	N	27/8/2014 10:13pm	Ashtonfield	Complaint received via 'Hotline'. Complained about revving truck or loader noise from washery during night of 27/8/14.	OCE contacted complainant at 10:26 pm to confirm details. Complainant said noise had reduced slightly since 9pm but still present. Modified operations on product coal stockpile pad. Stockpile face was turned 90 degrees so stockpile was between loader and Ashtonfield.
14_07	N	18/9/2014 4:00pm	Black Hill	Contacted Environmental Officer to comment about unusually loud noise from S-Cut around 9pm on the night of 17/9/14. Said she noticed when she went outside her house and it seemed unusually noisy. She has lived there 2.5 years.	No action able to be taken due to delay in raising complaint.
14_08	B	27/10/2014 11:33am	Unknown	Complaint received via 'Hotline'. Complained about blast on morning of the 27th October. Poor quality message, unable to discern contact number or further details of complaint.	Blast within limits. Not able to contact complainant due to poor quality phone message.
14_09	O	13/11/14	Louth Park	Contacted Environmental Officer to comment about wild dogs being seen leaving Bloomfield lease area.	Committed to undertake dog baiting program in near future. Regional baiting program being organized by Hunter Land Services.
14_10	B	26/11/14	Buchanan	Complaint received via 'Website Feedback' email address. Complained about blast impact knocked a tile off her bathroom wall. Said she doesn't normally feel blasts but hears the odd blast. Commented it is only the second blast felt since moving in April 2014.	Environmental Officer responded via email stating that blast was within limits and offered to install blast monitor at complainant's residence. No reply received from complainant.

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