

BLOOMFIELD COLLIERY

COMPLAINTS REGISTER

2015



No.	About *	Time/Date	Location	Details	Action Taken / Findings
15_01	B	13/1/2015 1:05pm	Black Hill	Complaint received via 'Hotline'. Enquiry about blast on the 13th January. Complainant stated that she felt house rumble and not sure what it was. Has contacted Donaldson Coal and local quarry. Enquiring if may have been Bloomfield blast.	Mine Manager phoned complainant. Complainant stated that moved in last June and not felt a blast before. Mine Manager stated that blasting is monitored and was within limits and offered to install a blast monitor at her residence. Offer was not taken up by complainant. Mine Manager commented that she may feel next 2-3 blasts but after that blasts will be moving further away. Blast monitoring within limits.
15_02	N	3/3/2015 12:55am	Buttai	Complaint received via 'Hotline'. Complained about noise from pit during night of 2/3/15.	Mine Manager rang complainant on 3/3/15. Explained that dump trucks had been using a haul road that took them close to southern boundary that afforded little noise protection. Dump trucks to use alternative haul road at night to shield neighbours from noise.
15_03	O	3/9/15 2:50pm	Not provided	Complaint received by EPA. Complaint was forwarded to Bloomfield on 3/9/15 by EPA. Passerby complained of odour from the mine whilst driving along John Renshaw Drive.	Environmental Manager spoke with EPA about issue. Relates to a small heating area in back fill. Continuing with clay capping to seal area.
15_04	D	28/10/15 4:57pm	Ashtonfield	Complaint received via website feedback email. Complained about dust emanating from washery.	Mine Manager rang complainant on 29/10/15. Determined with complainant that dust was due to windy southerly change on afternoon of 26/10/15 just prior to commencement of a rain event. Weather station data showed winds peaked (52 kmh) for 10-20 minute period when change arrived. Rain then started and winds eased.
15_05	D	23/11/15 2:00 pm	Black Hill	Complaint received by phone through switchboard. Complainant was driving along John Renshaw Road immediately after blast and thought she saw smoke emanating from the pit. She stated she has not seen a dust plume from a blast before.	Environmental Manager received the call and advised that she would only have seen the dust plume from the blast and not smoke.

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