

BLOOMFIELD COLLIERY
COMPLAINTS REGISTER
2017



No.	About *	Time/Date	Location	Details	Action Taken / Findings
17_01	N	18/7/2017 7:58am	Black Hill	Complaint via Text message to Mine Manager. Complaint about noise the early hours of the previous evening.	Text received post shift which did not allow any modification to the operation. Mine Manager discussed use of operational noise model with complainant.
17_02	D	10/10/2017 3:43pm	Thornton	Complaint via 'Website Feedback' email address. Complained about increase in dust settling on their property at Avalon Estate since they moved in four years ago.	Environmental Officer responded via email on 13/10/17. Email provided information and detailed that a dust gauge which is located within 300m of complainant's residence was within EPA criteria and showed a slight downward trend over the past 5 years. The dust results are provided on Bloomfield website.
17_03	B	12/10/2017	Black Hill	Complaint via phone to Mine Manager. Complaint about blast noise on 12/10/17.	Mine Manager rang complainant on 12/10/17. Explained that blast results were within allowable limits.
17_04	B	12/10/2017 3:12pm	Black Hill	Complaint via 'Hotline'. Complaint about blast noise on 12/10/17.	Mine Manager rang complainant on 12/10/17. Explained that blast results were within allowable limits.

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