Wilpinjong Coal Mine – Annual Environmental Management Report	
APPENDIX I	
COMMUNITY COMPLAINTS REGISTER SUMMARY	

Table I-1 Community Complaints Register Summary

Date of Complaint	Environmental Concern Raised	Issue	Action Taken
17/01/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
25/01/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
27/01/2011	Noise and Air Quality	Excessive Noise and Excessive Dust	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise and Dust within compliance levels. No further action taken.
19/01/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
20/02/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
27/02/2011	Noise and Air Quality	Excessive Noise and Excessive Dust	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise and Dust within compliance levels. No further action taken.
02/03/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
02/03/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
02/03/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
03/03/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
07/03/2011	Air Quality	Spontaneous Combustion - gas emission	Logged as complaint Investigation undertaken. Complainant contacted by WCPL staff. Work conducted on spontaneous combustion affected areas.
13/03/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
16/03/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
17/03/2011	Noise and Air Quality	Excessive Noise and Excessive Dust	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise and Dust within compliance levels. No further action taken.
07/03/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.

Table I-1 (Continued)

Community Complaints Register Summary

Date of Complaint	Environmental Concern Raised	Issue	Action Taken
13/03/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
16/03/2011	Air Quality and Vibration	Excessive Vibration from Blasting	Logged as complaint. Complainant contacted by WCPL staff. Blasting within compliance levels. No further action taken.
17/03/2011	Demolition Work	Demolition of property without council approval	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Removing waste not demolishing property in Wollar. No further action taken.
07/03/2011	Air Quality	Excessive Dust	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Dust within compliance levels. No further action taken.
22/03/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
22/03/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
28/03/2011	Property Damage	Property Damage	Logged as complaint. Investigation undertaken. Forwarded to Expansion Project. Covered expenses for repairs. No further action taken.
30/03/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
30/03/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
30/03/2011	Air Quality	Excessive Dust	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Dust within compliance levels. No further action taken.
02/04/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
10/04/2011	Air Quality	Excessive Dust	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Dust within compliance levels. No further action taken.
10/04/2011	Air Quality	Excessive Dust	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Dust within compliance levels. No further action taken.
10/04/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
10/04/2011	Air Quality	Excessive Dust	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Dust within compliance levels. No further action taken.

Table I-1 (Continued)

Community Complaints Register Summary

Date of	Environmental	Issue	Action Taken
Complaint	Concern Raised		
		Spontaneous	Logged as complaint Investigation undertaken.
20/04/2011	Air Quality	Combustion - gas	Complainant contacted by WCPL staff. Work
		emission	conducted on spontaneous combustion affected areas.
22/04/2011	A in Overlity	Spontaneous	Logged as complaint Investigation undertaken.
22/04/2011	Air Quality	Combustion - gas	Complainant contacted by WCPL staff. Work
		emission	conducted on spontaneous combustion affected areas. Logged as complaint. Investigation undertaken.
11/05/2011	Noise	Excessive Noise	Complainant contacted by WCPL staff. Noise within
11/03/2011	Noise	LACESSIVE INDISE	compliance levels. No further action taken.
			Logged as complaint. Investigation undertaken.
11/05/2011	Noise	Excessive Noise	Complainant contacted by WCPL staff. Noise within
, 00, 20		2/10000110110100	compliance levels. No further action taken.
			Logged as complaint. Investigation undertaken.
12/05/2011	Noise	Excessive Noise	Complainant contacted by WCPL staff. Noise within
			compliance levels. No further action taken.
			Logged as complaint. Investigation undertaken.
13/05/2011	Noise	Excessive Noise	Complainant contacted by WCPL staff. Noise within
			compliance levels. No further action taken.
		Spontaneous	Logged as complaint. Investigation undertaken.
15/05/2011	Air Quality	Combustion - gas	Complainant contacted by WCPL staff. Work
		emission	conducted on spontaneous combustion affected areas.
03/06/2011	Noise		Logged as complaint. Investigation undertaken.
		Excessive Noise	Complainant contacted by WCPL staff. Noise within
			compliance levels. No further action taken.
04/06/2011	Noise	Evensive Noise	Logged as complaint. Investigation undertaken.
	Noise	Excessive Noise	Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
			Logged as complaint. Investigation undertaken.
05/06/2011	Noise	Excessive Noise	Complainant contacted by WCPL staff. Noise within
00/00/2011	110.00	EXCOCCIVE I VOICE	compliance levels. No further action taken.
			Logged as complaint. Investigation undertaken.
21/06/2011	Noise	Excessive Noise	Complainant contacted by WCPL staff. Noise within
			compliance levels. No further action taken.
			Logged as complaint. Investigation undertaken.
21/06/2011	Noise	Excessive Noise	Complainant contacted by WCPL staff. Noise within
			compliance levels. No further action taken.
			Logged as complaint. Investigation undertaken.
26/06/2011	Noise	Excessive Noise	Complainant contacted by WCPL staff. Noise within
			compliance levels. No further action taken.
0//0//0555	ļ		Logged as complaint. Investigation undertaken.
26/06/2011	Noise	Excessive Noise	Complainant contacted by WCPL staff. Noise within
		On a set a se	compliance levels. No further action taken.
26/04/2011	Air Quality	Spontaneous	Logged as complaint. Investigation undertaken.
26/06/2011	Air Quality	Combustion - gas emission	Complainant contacted by WCPL staff. Work
		GIIII99I0II	conducted on spontaneous combustion affected areas. Logged as complaint. Investigation undertaken.
03/07/2011	Noise	Excessive Noise	Complainant contacted by WCPL staff. Noise within
33,07,2011	140136	EXCOSSIVE INDISE	
			compliance levels. No further action taken.

Table I-1 (Continued)
Community Complaints Register Summary

Community Complaints Register Summary			
Date of Complaint	Environmental Concern Raised	Issue	Action Taken
13/07/2011	Air Quality	Spontaneous Combustion - gas emission	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Work conducted on spontaneous combustion affected areas.
12/08/2011	Vibration	Excessive Vibration from Blasting	Logged as complaint. Complainant contacted by WCPL staff. Blasting within compliance levels. No further action taken.
18/08/2011	Air Quality	Spontaneous Combustion - gas emission	Logged as complaint Investigation undertaken. Complainant contacted by WCPL staff. Work conducted on spontaneous combustion affected areas.
27/08/2011	Vibration	Excessive Vibration from Blasting	Logged as complaint. Complainant contacted by WCPL staff. Resides near Ulan and Moolarben Mines. Referred to other mines. No further action taken.
30/08/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
19/09/2011	Noise and Air Quality	Spontaneous Combustion - gas emission	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Work conducted on spontaneous combustion affected areas.
20/10/2011	Air Quality	Spontaneous Combustion - gas emission	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Work conducted on spontaneous combustion affected areas.
2/11/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
20/11/2011	Noise and Air Quality	Excessive Noise and Excessive Dust	Logged as complaint from OEH. Investigation undertaken. OEH contacted by WCPL staff. Noise and Dust within compliance levels. Complaints line down after LinkQ went into receivership. Found replacement Complaints Line host.
21/11/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
21/11/2011	Air Quality	Spontaneous Combustion - gas emission	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Work conducted on spontaneous combustion affected areas.
22/11/2011	Air Quality	Excessive Dust	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Dust within compliance levels. No further action taken.
29/11/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
30/11/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
11/12/2011	Air Quality	Spontaneous Combustion - gas emission	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Work conducted on spontaneous combustion affected areas.

Table I-1 (Continued) Community Complaints Register Summary

Date of Complaint	Environmental Concern Raised	Issue	Action Taken
11/12/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.