

APPENDIX I  
COMMUNITY COMPLAINTS REGISTER SUMMARY

**Table I-1  
Community Complaints Register Summary**

<b>Date of Complaint</b>	<b>Environmental Concern Raised</b>	<b>Issue</b>	<b>Action Taken</b>
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 Complaint	Environmental Concern Raised	Issue	Action Taken
20/04/2011	Air Quality	Spontaneous Combustion - gas emission	Logged as complaint Investigation undertaken. Complainant contacted by WCPL staff. Work conducted on spontaneous combustion affected areas.
22/04/2011	Air Quality	Spontaneous Combustion - gas emission	Logged as complaint Investigation undertaken. Complainant contacted by WCPL staff. Work conducted on spontaneous combustion affected areas.
11/05/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
11/05/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
12/05/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
13/05/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
15/05/2011	Air Quality	Spontaneous Combustion - gas emission	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Work conducted on spontaneous combustion affected areas.
03/06/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
04/06/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
05/06/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
21/06/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
21/06/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
26/06/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
26/06/2011	Noise	Excessive Noise	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Noise within compliance levels. No further action taken.
26/06/2011	Air Quality	Spontaneous Combustion - gas emission	Logged as complaint. Investigation undertaken. Complainant contacted by WCPL staff. Work conducted on spontaneous combustion affected areas.
03/07/2011	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
13/07/2011	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**

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