

Lists

Method of complaint	Source of complaint
In Person	Air/Dust
Written/Email	Water
Telephone	Noise
Recodred Message	Waste
	Other

	Date/ Time of Complaint	Method of complaint	Source of complaint	Nature of Complaint	investigation	Action Taken/Follow-Up
2011	7/26/2011	Telephone	Noise	Noise coming from Gurjarat Coking Coal. About the past 2-3 weeks there has been a penetrating industrial noise for 24 hours. Sounds a bit like a vacuum cleaner noise though is obviously not a huge vacuum cleaner. It's audible in the daytime if you listen for it, but at night it's penetrating and keeps them awake.	Temporary ventilation fan serving the construction of new mine portals was identified as the source of the sound. OEH requested that NRE provides a proposed noise mitigation works including a schedule of actions and likely date for completion.	Complainant advised of the outcome. Gap in ventilation shaft were sealed.
	1/4/2012	Telephone	Noise	Noise complaint received from complainant. Complaint in regards to noise generated from Colliery's vibrating screen. Complainant also requesting update on mitigation plan for the issue	4 January 2012 – EC advised that they would follow up status of noise mitigation work with Project Engineer. Would also investigate short term noise mitigation options	4 January 2012 – Complainant updated in regards to noise mitigation plan. Quotes received from engineering companies and job to be awarded in immediate future. 9 January 2012 – Noise mitigation work awarded to JBK
	1/6/2012	Written/Email	Noise	Noise complaint received regarding noise generate from the Colliery overnight	Colliery activities overnight to be investigated. Mechanical Department has found several items on the vibrating screen that need replacement and repair and should reduce the noise from the vibrating screen.	6 January 2012 – Unattended noise monitoring being organised to monitor night time nose levels at complainant residence. 12 January 2012 – Replacement and repair of several components on the vibrating screen has been completed. Noticeable reduction in noise being generated from the vibrating screen.
	Feb-12		Nill			
	3/14/2012	Written/Email	Noise	Noise complaint regarding the train sounding its horn at 2pm at each crossing along West Dapto Rd.	15 March 2012 – Logistics Manger to liaise with Pacific National regarding this complaint.	It was understood that there was a new driver during this time. Requirements specific to the Wongawilli Colliery Rail Line communicated again to Pacific National.
	Apr-12		Nill			
	5/11/2012	Written/Email	Noise	Noise complaint received regarding noise generated from the Colliery at 9pm. Also requested update on noise mitigation work	12 May 2012 –Colliery activities during period to be investigated. Progress of noise mitigation to be checked with Project Engineer	12 May 2012 – Noise mitigation construction commenced, with anticipated completion of work by 31 May

2012	5/11/2012	Written/Email	Noise	Noise complaint received regarding noise generated from the Colliery overnight. Also requested update on noise mitigation work	12 May 2012 – Colliery activities overnight to be investigated. Progress of noise mitigation to be checked with Project Engineer	12 May 2012 – Noise mitigation construction commenced, with anticipated completion of work by 31 May
	5/28/2012	Written/Email	Noise	Noise complaint received regarding noise generated from the Colliery during 27 May	28 May 2012 – Colliery activities to be investigated	28 May 2012 – Noise mitigation work to be completed by 31 May
	6/5/2012	Telephone	Noise	Noise complaint regarding loud noise from the Colliery	5 June – Colliery activities during period to be investigated	5 June 2012 – Noise source identified as short term (1-2hr) loud rattling due to maintenance on coal bins. Maintenance work to be planned and notifications sent to residents prior advising of activities and asking for feedback in future
	6/16/2012	Written/Email	Noise	Noise complaint received regarding noise generated from the Colliery during the early morning of 16 June	16 June – Colliery activities to be investigated and noise monitoring to be conducted.	19 June 2012 – Noise monitoring conducted and levels within noise limits. Further mitigation work to be investigated.
	8/21/2012	Written/Email	Other	Complaint regarding speeding traffic and other careless driving in village by people coming and going from the Colliery	21 August – EM responded to complaint to discuss details. Traffic at the end of day shift was observed	21 August – EM developed toolbox talk regarding traffic rules and requirements through village. This was distributed to all staff at Wongawilli. EM to monitor traffic in village periodically to assess compliance with TBT. Communicated actions to complainant.
	Sep-12		Nill			
	Oct-12		Nill			
	Nov-12		Nill			
	Dec-12		Nill			
	Jan-13		Nill			
	Feb-13		Nill			
	Mar-13		Nill			
	Apr-13		Nill			
	May13		Nill			
	Jun-13		Nill			
	Jul-13		Nill			

2013	8/31/2013	Telephone	Air/Dust	Complaint regarding suspected coal dust deposited on house/back over recent weeks leading up to complaint. Purpose of complaint was to ensure colliery addressed issue to prevent future occurrence	31August – EM spoke to resident regarding issue and that sample would be collected for analysis to conform material type. Also advised that monitoring data for August was due to be collected between 2-4 September and would also help in assessing issue. Discussed potential cause/source of material.	2 September – EM contacted and visited resident to further discuss and collect sample. Sent to ALS lab for analysis. Further analysis of sample showed 50% coal dust 50% other matter. Issue was attributed to strong winds in the area at the time and passing trains. Action coming from low moisture content of coal being loaded into wagons from stockpile.
	Sep-13					
	Oct-13					
	Nov-13					
	12/3/2013	In Person	Other	Complaint regarding the apparent deposit of a small amount of coal wash on the corner of site Access Rd and Jersey Farm Rd.	4 December – EO investigated incident and no coal wash was found in area. Area monitored further with no evidence of coal wash.	4 December – Incident put down to possible droppings from dozer tracks whilst leaving the stockpile area to travel back to contractor's yard. May have been washed down further with rain at the time. Regular monitoring undertaken with no further evidence of material found. Issue to be explained at next CCC meeting.
2014	1/17/2014	Written/Email	Noise	Noise complaint received for excessive horn blasting from trains. On Wednesday 15/1 at 11:30pm the train used the horn 3-4 times. On Thursday 16/1 at 11:50pm it was used 4 times including double blasts at most driveway crossings and the road crossing.	17 January – EM Contacted NRE Logistics Manager and further contact was made with Pacific National. An investigation to review the locomotive on board computer to analyse the driver's behaviour is being carried out on 22/1/14. Complainant updated on findings.	29 January – Results forwarded to complainant. Awaiting results from RA to be undertaken and will forward to complainant. Complainant satisfied with results and progress.
	Feb-14			Nil		
	Mar-14			Nil		
	Apr-14			Nil		
	May-14			Nil		
	Jun-14			Nil		
	Jul-14			Nil		
	Aug-14			Nil		
	Sep-14			Nil		
	Oct-14			Nil		
	Nov-14			Nil		
	Dec-14			Nil		
	Jan-15			Nil		
	Feb-15			Nil		
	Mar-15			Nil		
	Apr-15			Nil		

2015	5/12/2015	Written/Email	Other	Complainant regarding the laneway at 60 Hayes Lane carriageway. The laneway requires refencing and resurfacing as there is no access for emergency vehicles. Cattle are on the laneway day and night. Sanjay Sharma was contacted by has ignored this email.	No info	No info
	Jun-15			Nil		
	Jul-15			Nil		
	Aug-15			Nil		
	Sep-15			Nil		
	Oct-15			Nil		
	Nov-15			Nil		
	Dec-15			Nil		
2016	Jan-16			Nil		
	Feb-16			Nil		
	Mar-16			Nil		
	Apr-16			Nil		
	May-16			Nil		
	Jun-16			Nil		
	Jul-16			Nil		
	Aug-16			Nil		
	Sep-16			Nil		
	Oct-16			Nil		
	Nov-16			Nil		
	Dec-16			Nil		
2017	Jan-17			Nil		
	Feb-17			Nil		
	3/7/2017	Written/Email	Noise	Noise complaint received in regards to noise generated from Colliery. Complainant also requesting update on mitigation plan for the issue.	The complaint was investigated and its origin determined to be a main issue with the stockpile area screen and sizer.	Delta and WCL were working to rectify this issue. The noise from the vibrating screen reduced by the repair and replacing of problem parts. The complainant was advised of the investigation outcome by WCL Environmental Manager.
	4/1/2017	Written/Email	Other	WCC forwarded a phone complaint about slow moving trains across Shone Ave level Crossing.	WCL Logistics Manager explained to the Traffic Officer of WCC that the reason for the slow moving trains was due to the extreme hot weather experienced during January 2017 caused the rail line between Jersey Farm road level crossing and Shone Avenue level crossing to buckle and trains can only travel over the line at a reduced speed.	The rail line was repaired in April and trains were moving at normal speed.
	May-17			Nil		
	Jun-17			Nil		
	Jul-17			Nil		
	Aug-17			Nil		

	9/14/2017	Written/Email	Other	DP&E forwarded a complaint alleging the Community Consultative Committee (CCC) was not operated in accordance with the Project Approval.	A written response was submitted to DP&E. DP&E issued a show cause on WCL's response.	WCL provided a written response to DP&E on show cause. DP&E issued a penalty infringement notice.
	Oct-17			Nil		
	Nov-17			Nil		
	Dec-17			Nil		
2018	January 2018	Telephone	Other	Grass not maintained on path on mine land	Resident was contacted to discuss what the issue was.. The site in question was visited several time to look at said issue. Council was approached several times to provide information and a response to clarify land ownership. Council indicated several time to the resident and mine operator that it was WCL land.	It was finally found that the path was no longer part of mine land and was part of the new Alkira Estate on Shone Avenue owned by the Council. Council had failed to update their map database.
	February 2018			Nil		
	March 2018			Nil		
	April 2018			Nil		
	May 2018			Nil		
	June 2018			Nil		
	July 2018			Nil		
	August 2018			Nil		
	21/09/2018 3:07 PM	Written/Email	Other	The Department of Planing & Environment notified WCL that they had received a complaint regarding information posted on Wollongong Coal's website in relation to Wongawilli Colliery. DPE recived a complaint alleging that Wollongong Coal's website does not include train movements for 2017; and the AEMR for reporting period from 1 July 2016 to 30 June 2017 does not include the end of panel subsidence reports at Appendix B (only the front page) and also Appendix B includes a draft version of the end of panel report (ecology).	Monitoring report had an incorrect date and train movements for 2017 were not displayed.	Ensure company website is updated by the 5th October 2018 to include: - train movements for 2017; and - updated AEMR, including final versions of the end of panel subsidence and ecology reports in Appendix B.
	January			Nil		
	15/02/2019 10:10pm	Written/Email	Noise	Resident contacted Chris Rogers on Friday night (15/02/2019) about vibrations that they can feel in the house. This property is located just south of the Pit Top. Access is through the garden.	It is believe it was from the Sytron on the surface loading coal from MN1 to the decline. Due to the large amount of wet coal being loaded out from the Underground bins the Sytron was in Wet coal mode continuously to prevent any slumps from occurring. This is part of normal operations is wet coal is present. It is possible that the Syntron maybe out of adjustment and causing excessive vibration. An inspection is organised to inspect and determine if the Syntron is still within range.	Chris responded to email on Saturday morning (16/02/2019). Response sent to Resident on Thursday 21/02/2019.

2019	20/02/2019 6:20pm	Written/Email	Other	<p>Resident contacted Chris Rogers on Wednesday afternoon (20/02/2019) regarding a piece of machinery parked on the side of the road in the Garden: Could you please investigate why this piece of machinery was parked in such an unsafe location. Out of all the places within the scrap garden, someone chose to park it on the side of the bend. It has now been parked there since 14th Feb.</p> <p>Whilst annoying, it was OK in the dry weather on a short term basis. However this slight rain that we are now having has made the dirt path slippery and I am now more concerned of either myself or one of the kids/family members slipping and crashing into the machine. There is further rainfall forecasted which will make the dirt path slippery and the machines location more of a hazard. Could you please arrange to have it moved asap to a more suitable location that is out of the way of being crashed into.</p>	The resident gains access to their property through the Garden area which is within the mining lease. Vehicle was off the road in clear view. Road was flat or possibly a slight camber away from the vehicle therefore no real issue if safe speeds are maintained.	The maintenance department moved the machine over the weekend. Suggestion for the maintenance department to install a entering mine lease sign and also 10kph signage in and out of the Garden.
	March			Nil		
	April			Nil		
	May			Nil		
	June			Nil		
	July			Nil		
	August			Nil		
	September			Nil		
	30/10/2019 5:30pm	In Person	Other	Security guard at front gate at WWC raised the issue of poor attitude with some staff members when being stopped at the front gate to the mine site.		Issue was rasied with Senior Management to inform staff that the security guards are there for a purpose.