



Centennial Coal



Community Complaints Register

Charbon Coal

September 2018



Community Complaints Register

Charbon Coal received Project Approval 08_0211 for the Continued Operations of Charbon Colliery (EA) on 7 September 2010. In accordance with Schedule 5 Condition 7, Charbon Coal is required to make a complaints register available on the Centennial Coal website & update it quarterly.

Information regarding community complaints received by the site will be updated monthly in the Environmental Monitoring Report, which can be found on the Centennial Coal website under Charbon, Environmental Monitoring Data.

Community members can make a complaint to Charbon by calling the community information line which is (61-2) 6357 9206, or by sending an email to charboncolliery@centennialcoal.com.au.

The complaints register is a summary of the complaints received by the site. Centennial Coal will not disclose the complainants' personal information.

Community Complaints Register				
Complaint Number	Date & Time of Complaint	Complaint Method	Nature of Complaint	Response
1	12/01/17	Email	An email was received by site from the NSW Environmental Protection Authority (EPA), advising Charbon that a community complaint was made to the EPA on 11 January 2017. The complaint was made by a neighbouring landholder and reported that Charbon is not effectively managing water on their lands resulting in runoff into adjoining properties and affecting land access. Additionally, the landholder reported that Charbon is inadequately controlling weeds and rehabilitation onsite.	Charbon responded to this complaint, noting that they are aware of the weed issues onsite and will continue to implement an extensive annual weed management program. Charbon has commenced an upgrade of water management structures around site including, desilting and repairing dams, installing sediment control structures and improving capacity of dams where possible.
2	20/08/18	Telephone	A community member alleges that they did not receive notification of the wild dog baiting program at Charbon Colliery.	Letters to landholders providing notification of the wild dog baiting program were distributed to the community prior to the placement of baits at Charbon Colliery.



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