



# Centennial Coal



## ***CENTENNIAL NEWSTAN & AWABA***

### **Community Complaints Register**

**September 2018**



# Community Complaints Register

Centennial Newstan received Development Consent for the Northern Coal Logistics Project on 29 September 2015. In accordance with Schedule 5 Condition 14, Centennial Newstan is required to make a complaints register available on the Centennial Coal website.

Centennial Awaba received Project Approval for Awaba Colliery on 13 May 2011. In accordance with Schedule 5 Condition 10, Centennial Awaba is required to make a complaints register available on the Centennial Coal website.

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

Community members can make a complaint to Centennial Newstan by calling the community information hotline which is 1800 247 662, or by sending an email to [newstancolliery@centennialcoal.com.au](mailto:newstancolliery@centennialcoal.com.au)

The complaints register is a summary of the complaints received by Centennial Newstan and Centennial Awaba. Centennial Newstan will not disclose the complainants personal information.

Community Complaints Register				
Site	Date & Time of Complaint	Complaint Method	Nature of Complaint	Newstan/Awaba Response
Newstan	24/09/2018	Phone call	Resident called to say that they can hear the compressors running at the Newstan compound 24 hours a day from their residence at Awaba.	Newstan is investigating ways to enclose the compressor shed to minimise and or redirect the noise away from the Awaba township.