



Centennial Coal



Community Complaints Register

Airly Mine

November 2017



Airly Community Complaints Register

Airly Mine received Development Consent SSD_5581 on 15 December 2016 and commenced operations under this Consent on 31 January 2017. In accordance with Schedule 6 Condition 14, Airly Mine is required to make a complaints register available on the Centennial Coal website & update it on a monthly basis.

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

Community members can make a complaint to Airly Mine by calling the community information line which is (61-2) 63592100, or by sending an email to info.airly@centennialcoal.com.au.

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

There were no community complaints received during the reporting period. The below complaints register provides details of all community complaints that have been received by Airly Mine during 2017.

2017 Community Complaints Register

Complaint Number	Date & Time of Complaint	Complaint Method	Nature of Complaint	Response
1	10/3/2017 at 11:06pm	Email	An email was received from a Capertee resident at 11:06pm on Friday 10/3/2017. The email read: "excessive vibrations are being felt for the past few hours. How can this be fixed?"	<p>Upon receiving the email on Monday 13/3/2017, Airly Mine commenced a review of the operations being undertaken at the time of the complaint and the hours preceding (7-11pm). Airly Mine concluded that no activities of an unusual nature that may have the potential to cause vibrations similar to those described were occurring.</p> <p>Following this investigation, Airly's Environment & Community Officer phoned the resident at approximately 10am on Monday 13/3/2017. It was explained that Airly was not conducting any unusual activities at the time and that there had been no change to the operational characteristics of any major mine plant or equipment since the recommencement of operations in March 2014. Furthermore, Airly does not use explosives nor had Airly received, stored, loaded or dispatched a train since 28/2/2017. On this basis, Airly has not been able to identify any aspect of the mines operations that may have contributed to the vibrations experience at the residence approximately 5km away. However, Airly is open to discuss any additional information or future events that may help to clarify the matter.</p>



				<p>The resident was very understanding and stated that they do not necessarily attribute the vibrations to the mine and that the source could possibly be coming from a number of other activities such as traffic or neighbouring residents.</p> <p>A response email was sent to the resident on 15/3/2017 to close out the complaint.</p>
2	24/9/2017 at 2:28pm	Email	<p>A community complaint was received via email on Sunday 24/9/2017. The complaint was in relation to a vehicle failing to stop at the stop sign, located at the intersection of Glen Davis Rd and the Airly Mine Access Rd, on Friday 22/9/2017.</p>	<p>The matter was discussed with all staff and employees on site and all personnel were reminded to adhere to site traffic rules. A response letter was sent via email to the complainant on Thursday 28/9/2017. An acknowledgment email was sent back to Airly on the same day and the matter was closed out.</p>

