



Coal Handling and Preparation Plant (CHPP)
2015 Complaints Register

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
1	Phone call to Whitehaven Community Manager	16/02/2015 12:25pm	Complaint in relation fine reject haulage trucks using exhaust brakes on Torrens Road, causing unnecessary noise. Truck 22 was identified as the main truck causing the issue.	The haulage contractor was immediately asked by Whitehaven to advise all drivers via a toolbox talk to avoid the use of exhaust brakes, unless they are genuinely required for safety reasons. The haulage contractor provided evidence that the toolbox talk had been completed on the morning of the 17 February. The complainant was contacted that day to advise of toolbox talks being conducted but the complainant advised that the issue had continued. A further toolbox talk was conducted on the morning of the 18 February to reiterate the requirement to minimise use of exhaust brakes and to remind all drivers that they must comply with Whitehaven's environmental and community requirements.	Nil
2	Complaint to GSC, forwarded to EPA and emailed to Group Environment Manager	23/02/2015 9:35am	Complainant attended council to report excessive noise coming from the Whitehaven Washery throughout the night. There is loud banging as they load the coal onto the train. The noise issue has become progressively worse as the trains are now longer and more frequent. They are woken continuously through the night due to banging while the coal is being loaded. Complainant also advised they are experiencing issues with dust pollution, as their house is often covered with dust and they are also finding dust inside their house and on the furniture. Complainant also advised they were living at their property prior to the washery being built. Complainant has contacted both Pacific National and Whitehaven in regards to the matter to no avail.	Response issued to EPA on the 6/3/2015 advising that in accordance with the agreement WHC has with the landholder, which provides an action plan in the event of a noise or dust complaints, WHC will undertake a preliminary assessment of the complaint and will try to establish the likely cause of the complaint. It may be necessary for WHC to engage with the landholder to better understand the specific times and conditions which prompted him to contact the Council. WHC will keep EPA informed of the outcome of the investigation.	