



Namoi Mining Pty Ltd - Sunnyside Coal Mine
2009 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to office	14/08/2009 1:15pm	Noise emissions from the mine.	Whitehaven advised the complainant that noise monitoring would be undertaken at their property during the next monitoring event.	Glendower included in subsequent monitoring events.
Complaint via Gunnedah Shire Council (GSC)	17/08/2009 AM	Complainant concerned about the coal trucks pushing loose gravel onto Oxley Highway at Oxley Highway/Coocooboonah Lane intersection.	GSC contacted Whitehaven who organised for a street sweeper to remove the gravel on the day of the complaint. Arrangements were made to continue regular street sweeping until the intersection has been upgraded.	No requirement for Whitehaven to follow up with complainant. Arrangements in place with Gunnedah Shire Council to manage the ongoing nature of this issue.
Phone call from DECC on behalf of complainant	22/09/2009 10:30am	Complainant concerned about lime dust being generated on the Blackjack Road Intersection construction works.	Complaint referred to Constructive Solutions, Project Manager for the intersection works. Loading of hydrated lime subsequently relocated away from adjacent residential areas to minimise dust impacts. DECC subsequently advised on this action.	No requirement for Whitehaven to follow up with complainant.