



Tarrawonga Coal Pty Ltd – Tarrawonga Coal Mine
2024 - Complaints Register

#	Date of Complaint	Method	Category	Nature of Complaint	Tarrawonga response
1	18/01/2024	Complaints line	Blasting	Community member from Boggabri called the complaints line regarding their concern after finding a shower screen broken in their home upon return from holidays. A neighbour had informed them that TCM had blasted at 9am the previous day.	Tarrawonga called the complainant and explained that all blast monitors between site and Boggabri were compliant with approvals.
2	19/03/2024	Complaints line	Traffic	Community member called the complaints line regarding a broken windscreen. A rock from a Haul truck had hit the windscreen while travelling on Blue Vale Road.	Whitehaven Coal has contacted the complainant and has verified the cause of the incident. This has been resolved to the satisfaction of the complainant.