



# COMPLAINTS REPORT

April 2022

BULLI SEAM OPERATIONS



### Bulli Seam Operations - Community Complaints Report

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
	April		No complaints were received for the month.	
	March		No complaints were received for the month.	
	February		No complaints were received for the month.	
Appin Mine Ventilation and Access Project	January	13/01/2022	Resident contacted the Community Line at about 4.10pm concerned about activities on Menangle Road associated with the Appin Mine Ventilation and Access Project. Concerned the activities went ahead without consent from the Department of Planning, Industry and Environment and against advice from the Menangle Advisory Panel.	The resident was contacted at about 4.30pm by return phone call. It was explained the geotechnical activities were approved under a S138 from Wollondilly Shire Council. The Menangle Advisory Panel and near neighbours were informed of the activity at last 7 days prior by email. A good discussion was had and the issue related more to the expectation of engagement with the Menangle Advisory Panel where it should be made aware during meetings and not by email. South32 took this feedback on board and will endeavour to flag such activities with the Panel at meetings. This would be included as an agenda item for the meeting later in the month. The resident also raised concern that the activity occurred on public property to support a Project that was yet to be determined/approved by the NSW Government.
	December		No complaints were received for the month.	

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
	November		No complaints were received for the month	
	October		No complaints were received for the month	
Logistics	September	02/09/2021	Resident contacted the community officer directly by phone concerned about the level of dust at his property in Appin. The resident noted he had been away from the property for about one month so regular cleaning had not taken place. Investigation to be completed and advice to be shared by return phone call. The resident provided images of the dust.	The Community Team shared the concern with relevant teams for investigation. Investigation revealed there were some hazard reduction burns in the area in the previous couple of weeks that may have contributed to the material observed in the photos. Data shows that dust from our operations over the last month have not been unusually high. Resident was advised by email on 6 September.
	August		No complaints received for the month.	
Exploration	July	26/07/2021	Resident contacted the Community Call Line as a water truck was accessing a public hydrant on Equestrian Drive, Picton. Resident spoke with truck driver and requested the water truck fill up from the hydrant at Barkers Lodge or in front of McDonalds but not use the one in Abbotsford Rd, as it lowered their water pressure.	The Community Team were advised by the resident that they had discussed using a different hydrant with the truck driver and requested this be noted as a complaint. The resident did not request a call back.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Ventshaft 6	July	16/07/2021	Resident contacted a member of the Community Team directly at 4.40pm requesting information regarding dust which appeared to be in relation to activities at Vent Shaft 6.	The Community Team Member advised the resident that the initial investigation could not determine any cause for the apparent dust, and during inspections no dust was visible from around the Vent Shaft 6 location. The resident was contacted via email and no further response was provided.
	June		No complaints received for the month.	
	May		No complaints received for the month.	
	April		No complaints received for the month.	
	March		No complaints received for the month.	
	February		No complaints received for the month.	

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	January	14/01/2021	Community member contacted the Community Team directly via phone at 6:32am regarding night work and lights associated with the exploration drilling site at Razorback	The Community Team Member advised the resident the night works were being conducted for one night only and will revert back to day light hours the next day. Should additional night works be required the resident will be informed and mitigation would happen on the lights at night. No further response as provided by the resident.
Exploration	December	11/12/2020	Community member contacted the Community Call Line at 10:24am regarding the response provided by a Community Team Member	The Community Team Member previously spoke to the resident regarding concerns around the exploration activities happening within the Razorback area. The resident was not satisfied with actions taken by Illawarra Metallurgical Coal and was not able to have a productive conversation with the Community Team Member. The Community Team Member attempted to end the conversation with the resident which did not provide a satisfactory outcome. The caller would like their dissatisfaction with the Community Team Member's response and did not request a further call back. The complaint was closed.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	December	11/12/2020	Community member contacted the Community Call Line at 10:12am regarding night operations and noise associated with from the exploration drill site coming into the house.	The Community Team responded the same day to advise the resident there had been some operational delays and the drilling would continue for another week. Field crews were working on additional noise mitigation measures and will work towards day time operations only. The resident was not satisfied with this response and requested compensation for the noise over the last two weeks. The Community Team member provided details of their current mitigation and actions progressing to cease drilling, however the resident was not responsive to current actions and the call had to be ended due to lack of productive communications.
Exploration	December	11/12/2020	Community member contacted the Community Call Line at 8:57am regarding night operations and noise associated with the exploration drill site being heard inside their house.	The Community Team responded the same day to advise there had been some operational delays and the drilling would continue for another week. Field crews were working on additional noise mitigation measures and would be moving to daytime operations only. No further feedback was received from the resident.
Exploration	December	10/12/2020	Community member contacted the Community Call Line at 4:50am regarding the light spill from the exploration drill site coming into their house.	The Community Team responded the same day to advise the field crew will adjust the lights before the start of night shift that day. The resident was satisfied with the response and advised they will inform Illawarra Metallurgical Coal if there are any continuing issues with the lights. No further response was received from the resident.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	December	8/12/2020	Community member contacted Illawarra Metallurgical Coal reception at 9:05am with concerns about the noise associated with the exploration drilling occurring in Razorback	The Community Team responded the same day advising noise mitigation had been installed around the drill site, however there are some gaps which fall in the same direction of the resident's property. After discussions with the Exploration team, it was confirmed that night time drilling may cease on Wednesday 9 December. The resident was satisfied with the outcome.
Exploration	December	8/12/2020	Community member contacted the Community Call Line at 1:05pm with concerns about the noise associated with the exploration drilling occurring in Razorback.	The Community Team responded the same day advising noise mitigation had been installed around the drill site, however there are some gaps which fall in the same direction of the resident's property. After discussions with the Exploration team, it was confirmed that night time drilling may cease on Wednesday 9 December. The resident was satisfied with the outcome. The resident then provided additional feedback on 9 December advising their dissatisfaction with the operations continuing throughout the night. The Community Team advised the resident the works were due to an operational delay and further actions will be taken to complete work within the next week.
Exploration	December	4/12/2020	Community member contacted the Community Call Line at 6:42am with concerns about the noise associated with the exploration drilling occurring in Razorback.	The Community Team responded the same day advising that additional noise mitigation measures would be considered, and that drilling would conclude on the property sooner than anticipated. The resident was concerned about the activity throughout the night as they were a shift worker. The field crew within the exploration team confirmed activities would stop that night and commence the following week. Resident was satisfied with the feedback

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	December	3/12/2020	Community member contacted the Community Call Line at 4:30pm with concerns about the exploration drilling occurring in Razorback and communication to residents	The Community Team was unable to respond to the resident as they did not request a call back or leave their contact details.
Exploration	December	1/12/2020	Community member contacted the Community Call Line at 7:25am with concerns about the noise associated with the exploration drilling occurring in Razorback.	The Community Team responded the same day advising that additional noise mitigation measures would be considered and that drilling would conclude on the property sooner than anticipated. The resident was satisfied with the feedback.