

# Bengalla Mine Community Complaints Register 2021



In accordance with Environmental Protection Licence (EPL) 6538 the Bengalla Mining Company Pty Limited (BMC) operates a 24 Hour Complaints hotline for the purpose of receiving any complaints from members of the public in relation to activities conducted at the Bengalla Mine (Bengalla) or by BMC vehicle or mobile plant. The BMC notifies the public of the complaints line telephone number (Ph. 1800 178 984) via the Bengalla website.

Complaint Number	Date	Time	Mode of Complaint	Complainant ID	Nature of Complaint	Complaint Details	Action Taken
1	23/01/21	03:10 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:10 hrs on 23/1/21 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast vibration at his residence. The complainant requested a call back.	On 23/1/21 the site OCE returned his call and advised the Environmental Advisor would returned his call on Monday with the results of the blast. On Monday 25/1/21 the Senior Environmental Advisor returned his call and provided the blast results for Moore and Collins blast monitor results as follows:  Moore: 101.5 dB(L) and 3.76 mm/s Collins: 95.7 dBL and 0.68 mm/s
2	25/01/21	03:00 PM	Phone Call	1	Blast (Overpressure / Vibration)	At approximately 15:00 hrs on 25/1/21 the complainant phoned the Senior Environment Advisor directly in regards to a blast vibration at his residence.	The Senior Environmental Advisor provided the blast results for Moore and Collins blast monitor results as follows:  Moore: 104.4 dB(L) and 1.23 mm/s Collins: 99.2 dBL and 0.72 mm/s
3	25/01/21	07:17 AM	Email	2	Air Quality	An email was received from the NSW EPA stating they had received a complaint regarding dust along Wybong Road from BMC and an adjoining mine. EPA did not supply the name of the complainant.	A dust inspection was undertaken by the Senior Environmental Advisor. Discussions were held with BMC Operations Superintendent, Mine Manager, Dispatch and OCE. All watercarts were in operation at the time of the complaint. At the time of the dust inspection no dust was evident leaving Bengalla.
4	27/01/21	09:01 PM	Hotline	3	Lighting	At approximately 21:01 hrs on 27/1/21 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a light shining into her residence. The complainant did not request a call back.	The OCE conducted an assessment of dump lighting and removed a light from a dump.
5	31/01/21	12:18 AM	Hotline	4	Lighting	At approximately 00:18 hrs on 28/1/21 an anonymous call was received via the Bengalla Mine (Bengalla) 24 hr complaint hotline in regards to a light shining into a house on Denman Road. The caller declined any further details	The OCE reported at 7:00am 31/1/2021 that all lighting plants were positioned during the night to eliminate / minimise community impacts.