

Castlereagh Coal Community Complaint Register 2023					
Complaint Number	Complaint ID	Date	Nature of Complaint	Site	Details of the Complaint
1	1	23/1/2023	Truck not stopping	Cullen Valley Mine	Phone Call - Complaint regarding truck not stopping at intersection of Haul Road and Carson Siding Road stop sign.
2	1	6/2/2023	Truck not stopping	Cullen Valley Mine	Phone Call - Complaint regarding contractor truck not stopping at intersection of Haul Rd and Carson Siding Rd stop sign.
3	1	12/2/2023	Dust from Cullen Valley Mine Haul Road	Cullen Valley Mine	Phone call - Complaint regarding dust being created by road trucks. The complainant claimed that half of the road was wet and the other half dry.
4	1	9/03/2023	Dust from Cullen Valley Mine Haul Road	Cullen Valley Mine	Phone call - Complaint regarding dust being created by road trucks.
5	2	29/03/2023	Odour from Cullen Valley Mine.	Cullen Valley Mine	Complainant reported odour from heating area, on the previous day, during the course of the CCC meeting.
6	1	30/03/2023	Dust from Cullen Valley Mine Haul Road	Cullen Valley Mine	Phone call - Complaint regarding dust being created by road trucks and enquiring if water truck was running.
No community complaints were received in April.					
7	1	25/05/2023	Noisy car entering Cullen Valley Mine Site	Cullen Valley Mine	Phone call - Complaint regarding noisy car entering site at 6:30am on several occasions including 25 May 2023.
8	1	16/06/2023	Odour from Cullen Valley Mine.	Cullen Valley Mine	Phone Call - Complaint regarding odour from Cullen Valley Mine heating area detected from neighbours property.

9		28/07/2023	Coal slush on road from CVM.	Cullen Valley Mine	EPA received a complaint from a member of the public regarding coal slush on road.
10	1	4/08/2023	Odour from Cullen Valley Mine.	Cullen Valley Mine	Phone Call - Complaint regarding odour from Cullen Valley Mine heating area detected from neighbours property.
11	3	4/08/2023	Fence down between property	Cullen Valley Mine	Complaint received from Neighbour about Castlereagh Coal employee knocking down fence between Renown Farm and Big Rim property and diverting water from LD02 through neighbours' dam.
12	4	4/08/2023	Water leaving site	Cullen Valley Mine	Complaint received from neighbour regarding water which was entering neighbours property making parts of it inaccessible due to water coming off the mine site.
13		10/08/2023	Dust at Cullen Valley Mine	Cullen Valley Mine	EPA received a complaint from a member of the public who stated that there was dust coming from the Cullen Valley Mine with no operation being undertaken.
14	1	12/09/2023	Odour from Cullen Valley Mine.	Cullen Valley Mine	Phone Call - Complaint regarding odour from Cullen Valley Mine heating area detected from neighbours property.
15	1	14/09/2023	Truck entering site prior to 7am	Cullen Valley Mine	Phone Call - Complaint form neighbour regarding a truck entering site prior to 7am. Truck noted as entering site at 6:53am.
No community complaints were received in October.					
16		24/11/2023	Water	Invincible	Invincible Main Dam LD02 Community concern regarding water volume discharged.
No community complaints were received in December.					