

Castlereaigh Coal Community Complaint Register 2024

Complaint Number	Complainant ID	Date	Time	Nature of Complaint	Site	Details of the Complaint and Site Response
No community complaints were received in January.						
No community complaints were received in February.						
1	1	25/3/2024	7:54 am	Odour	Cullen Valley Mine	The complainant reported an odour from Cullen Valley Mine. Site is monitoring potential sources.
2	1	27/3/2024	8:45 am	Odour	Cullen Valley Mine	The complainant reported an odour from Cullen Valley Mine. Site is monitoring potential sources.
No community complaints were received in April.						
3	1	23/5/2024	7:06 am	Odour	Cullen Valley Mine	The complainant reported an odour and steam rising from Cullen Valley Mine. Site is monitoring potential sources.
4	1	27/5/2024	8:43 am	Odour	Cullen Valley Mine	The complainant reported an odour from Cullen Valley Mine. Site conducted an inspection of all areas identified by the complainant. The complaint was advised water is not currently being pumped on heating areas however it would be actioned. The odour reduced following more favourable weather conditions.

5		2/6/2024	Unknown	Coal material tracking onto Highway from Invincible Colliery	Invincible Colliery	<p>The complainant reported coal material tracking onto Highway from Invincible Colliery to the NSW Environmental Protection Authority (EPA). The EPA contacted Castlereagh Coal.</p> <p>Site provided the EPA with a review of trucking activities.</p>
6	2	3/6/2024	4:09 am	Road trucks not operating in compliance with the conditions of Development Approval	Cullen Valley Mine	<p>Complainant reported haul trucks starting up before 7am, then driving through Cullen Bullen and not using the private haul road.</p> <p>Site contacted the road truck manager and discussed site requirements to ensure compliance with Development Approval.</p>
7	2	11/6/2024	1:15 pm	Other	Cullen Valley Mine	<p>Road trucks were undergoing mechanical repair/maintenance at the Stone Cottage.</p> <p>Castlereagh Coal contacted the road truck Manager and advised that no work is to be completed on road trucks at the Stone Cottage.</p>
8	1	13/6/2024	7:14 am	Boundary fence damage	Cullen Valley Mine	<p>A tree had fallen on a boundary fence between Castlereagh Coal owned land and a neighbouring</p>

						<p>property. Castlereaigh Coal engaged a contractor to remove the fallen tree and repair the fence.</p> <p>The complainant requested this complaint be recorded in the community complaints register.</p>
9	2	28/06/2024	4:58 pm	Other	Cullen Valley Mine	<p>Road trucks were undergoing mechanical repair/maintenance at the Stone Cottage.</p> <p>Castlereaigh Coal contacted the road truck Manager and advised that no work is to be completed on road trucks at the Stone Cottage.</p>
10	1	1/07/2024	8:28 am	Odour	Cullen Valley Mine	<p>The complainant reported an odour from Cullen Valley Mine.</p> <p>The complaint was advised water is not currently being pumped on heating areas as the pump was under repair. The site was inspected for odour after receiving the complaint.</p>
11	1	11/07/2024	7:35 am	Odour	Cullen Valley Mine	<p>The complainant reported an odour from Cullen Valley Mine.</p>

						<p>The complainant was advised water is not currently being pumped on heating areas as the pump was under repair. The site was inspected for odour after receiving the complaint.</p>
12	1	24/07/2024	7:56 am	Odour	Cullen Valley Mine	<p>The complainant reported an odour from Cullen Valley Mine.</p> <p>The complainant was advised water is not currently being pumped on heating areas as the pump was under repair. The site was inspected for odour after receiving the complaint.</p>
13	1	03/08/2024	8:18 am	Odour	Cullen Valley Mine	<p>The complainant reported an odour from Cullen Valley Mine.</p> <p>The complainant was advised water is not currently being pumped on heating areas as the pump was under repair. The site was inspected for odour after receiving the complaint.</p>

14	1	23/08/2024	7:28 am	Odour	Cullen Valley Mine	<p>The complainant reported an odour from Cullen Valley Mine.</p> <p>The complainant was advised water is not currently being pumped on heating areas as the pump was under repair, and an excavator had carried out remedial work to apprehend the heating issue. The site was inspected for odour after receiving the complaint, finding a significant burning odour at the front gate which was visually from the Cullen Bullen Township. There was also a slight odour from the Northern heating area.</p>
15	1	11/09/2024	3:57 pm	Other	Cullen Valley Mine	<p>The complainant reported a road truck being parked on the tar access road to Cullen Valley Mine. The complainant questioned why it was there, and it seemed to be unsafe with the body of the vehicle raised.</p> <p>Site personnel investigated and returned a call to the complainant, noting that the truck had broken down and was almost repaired.</p>
No community complaints were received in October.						

16	1	11/11/2024	11:51 AM	Other	Cullen Valley Mine	<p>The Mine Manager received a complaint regarding communication failure from Company Director, The complainant is waiting to discuss issues with the director regarding issues outside the mining lease, It was explained to the complainant that outside the mining lease the mine manager has no jurisdiction.</p> <p>The complainant was called back on the 12th November and informed the Director will visit him on return from Overseas 2-3 weeks time.</p>
17	1	12/11/2024	3:21 PM	Traffic	Cullen Valley Mine	<p>The Mine Manager received a complaint regarding road trucks being washed outside the stone cottage. Informed environmental superintendent to conduct an inspection.</p> <p>The Environmental Superintendent contacted the complainant back to confirm that the truck had been stopped from washing down at the stone cottage and that it was not acceptable to wash down without appropriate environmental controls.</p>
18	1	28/11/2024	8:44 AM	Traffic	Cullen Valley Mine	<p>Environmental Superintendent received a phone call from complainant regarding trucks parked at the Stone Cottage (Cullen Valley Mine). The complainant was told</p>

						<p>that they are parked there because there are no deliveries to Mount Piper Power Station for the rest of the week and that Castlereagh Coal have no jurisdiction of the Stone Cottage or the delivery truck contractors and their vehicles. It was acknowledged that the visual amenity was affected from the complainant's property. It was also noted that the stone cottage is not part of the Cullen Valley Mine Site project boundary, mining leases or Environmental Protection Licence Premises.</p> <p>The Environmental Superintendent offered to visit in complaintant to provide information regarding the site boundaries.</p>
<p>No community complaints were received in December.</p>						