

CASTLEREAGH COAL COMMUNITY COMPLAINT REGISTER 2025

Complaint Number	Complainant ID	Date	Time	Method of Complaint	Nature of Complaint	Site	Details of the Complaint and Site Response
1	1	14/01/2025	12:56:00	Phone	Other	Cullen Valley Mine	Complaint received regarding road trucks being washed outside the stone cottage.
2	1	23/01/2025	08:17:00	Phone	Other	Cullen Valley Mine	Complaint received regarding a road truck being parked outside of the stone cottage with the body of the trailer raised.
3	1	24/01/2025	14:40:00	Phone	Other	Cullen Valley Mine	Complaint received regarding a road truck being parked at the stone cottage with the cab of the truck raised.
4	5	6/02/2025	12:40PM	Phone	Other	Invincible Colliery	Complaint received regarding a fence not being installed on the Western barrier of Invincible Colliery. Concern was raised that the public could access the mine site
5	1	12/02/2025	00:00:00	Phone	Other	Cullen Valley Mine	Complaint received regarding a road truck driving up to the workshop and then turning around and parking at the stone cottage allegedly washing down.
6	1	3/03/2025	16:40:00	Phone	Other	Cullen Valley Mine	Complaint received regarding a road truck parking at the stone cottage allegedly washing down and conducting maintenance activities.
7	1	31/03/2025	07:36:00	Phone	Noise	Cullen Valley Mine	Complaint received regarding a pump being turned on before 8am as per the agreement between site and the complainant.
8	1	9/04/2025	17:36:00	Phone	Noise	Cullen Valley Mine	Complaint received regarding a pump not being turned off before 5pm as per the agreement between site and the complainant. The complainant also reported that an excavator has been undertaking maintenance activities at the Stone Cottage.
9	1	14/04/2025	08:15:00	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area.
10	1	14/04/2025	10:07:00	Phone	Other	Cullen Valley Mine	Complaint received regarding a third party road truck having its body raised.
11	1	16/04/2025	16:21:00	Phone	Other	Cullen Valley Mine	Complaint received regarding a third party road truck using a hose at the stone cottage.
12	1	28/04/2025	07:20:00	Phone	Noise	Cullen Valley Mine	Complaint received regarding a third-party tow truck entering site before 7 am.
13	1	3/05/2025	08:48:00	Phone	Noise	Cullen Valley Mine	Complaint received regarding third party road trucks making noise working on a trailer at the stone cottage off the mine premises.
14	1	26/05/2025	09:27:00	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area on the morning of the 25 May 2025.
15	1	30/05/2025	07:43:00	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area on the morning of the 30 May 2025.
16	1	12/06/2025	10:00:00	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area. Smelt at 730am. Incorrect reporting due to staff changes. Not reported until 10am.

17	1	17/06/2025	10:00:00	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area. Smelt at 730am. Not reported until 10am.
18	1	20/06/2025	08:08:00	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area.
19	1	27/06/2025	07:15:00	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area.
20	1	20/07/2025	08:30:00	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area.
21	1	25/07/2025	08:00:00	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area.
22	6	28/07/2025	13:00:00	via EPA	Other	Invincible Colliery	Complaint received by EPA of carry-back/sludge on the Castlereagh Highway.
23	6	1/08/2025	9:30:00	via EPA	Other	Invincible Colliery	Complaint received by EPA of carry-back/sludge on the Castlereagh Highway.
24	1	7/08/2025	7:55:00	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area.
25	6	7/08/2025	10:00:00	via EPA	Other	Invincible Colliery	Complaint received by EPA of carry-back/sludge on the Castlereagh Highway.
26	1	18/08/2025	8:00	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area.
27	1	31/08/2025	7:29	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area.
28	1	1/09/2025	7:40	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area.
29	1	14/09/2025	7:50	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area.
30	1	11/10/2025	7:45	Phone	Odour	Cullen Valley Mine	Complaint received regarding smell/odour from CVM heating area.