

Castlereagh Coal Community Complaint Register 2026

Complaint Number	Complainant ID	Date	Time	Method of Complaint	Nature of Complaint	Site	Details of the Complaint and Site Response
1	1	25/03/2026	10:12am	Phone	Odour	Cullen Valley Mine	Complaint of smell from their property from heating areas at CVM. TH responded that the complaint will be recorded and that actions from the heating strategy include 2026 works to remedy the situation.
2	1	2/04/2026	7:40am	Phone	Odour	Cullen Valley Mine	Complaint of smell from their property from heating areas at CVM. TH responded that the complaint will be recorded and that actions from the heating strategy include 2026 works to remedy the situation.
3	1	15/04/2026	8:31am	Phone	Odour	Cullen Valley Mine	Complaint of smell from their property from heating areas at CVM. TH responded that the complaint will be recorded and that actions from the heating strategy include 2026 works to remedy the situation.
4	1	27/04/2026	8:13am	Phone	Odour	Cullen Valley Mine	Complaint of smell from their property from heating areas at CVM.
5	2	28/04/2026	4:27pm	Phone	Air Quality	Cullen Valley Mine	Complaint of excessive dust leaving premises from light vehicles travelling along haul road. TH to toolbox matter with staff 29/4/26 and change speed signs along that section of haul road to 40km/hr
6	1	9/05/2026	8:33am	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property from heating areas at CVM. Left message on messagebank.
7	6	19/05/2026	12:30pm	to EPA	Other	Invincible	Complaint to EPA of coal fines tracking onto Highway. EPA notified CC of event on 20/5. Investigation completed
8	1	21/05/2026	8:38am	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property from heating areas at CVM.
9	1	6/06/2026	8:35am	Phone	Odour	Cullen Valley Mine	Complaint of at their property, including at house, from heating areas at CVM.
10	1	7/06/2026	8:58am	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property, from heating areas at CVM
11	1	23/06/2026	7:55am	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property, from heating areas at CVM. TMH investigated heating and smoke was observed as blowing toward neighbouring property
12	1	24/06/2026	8:08am	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property, from heating areas at CVM
13	1	8/07/2026	8:52am	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property, from heating areas at CVM
14	1	21/07/2026	7:55am	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property, from heating areas at CVM
15	1	22/07/2026	8:17am	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property, from heating areas at CVM
16	1	28/07/2026	8:36am	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property, from heating areas at CVM
17	1	30/07/2026	6:00pm	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property, from heating areas at CVM
18	1	31/07/2026	7:30am	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property, from heating areas at CVM
19	1	13/08/2026	7:30am	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property, from heating areas at CVM
20	1	30/08/2026	7:00am	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property, from heating areas at CVM
21	1	31/08/2026	7:30am	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property, from heating areas at CVM
22	1	1/09/2026	7:30am	Phone	Odour	Cullen Valley Mine	Complaint of smell at their property, from heating areas at CVM