



Boggabri Coal Complaints Summary
2020

Complaint Number	Date of Incident	Type of Complaint	Complainant ID	Mode of Complaint	Comments	Action
BC119	1-8-12/05/2020	Complaint	Noise	Email	Complainant sent 2 emails (1-8/05/2020) about the constant droning and buzz. Following discussion with complainant face to face and over the phone, additional complaints were received (all of the same nature).	Environmental superintendent called complainant on the 12th May and had a discussion. A meeting was held at complainant's residence. Further phone calls to complainant occurred in June. Additional attended monitoring was conducted at the property boundary.
BC120	24/07/2020	Complaint	Blasting/Fume	Phone call & Email	Complaint about blast/fume from blast that occurred on 24 July	BCOP provided details of the complaint to the NSW DoPIE, the NSW Resources Regulator and discussed the matter with the NSW EPA. BCOP provided requested information to the NSW EPA.
BC121	31/07/2020	Complaint	Blasting/Fume	Email	Complaint about blast/fume from blast that occurred on 31 July	BCOP discussed the complaint with the NSW EPA. BCOP provided requested information to the NSW EPA