



**Boggabri Coal Complaints Summary
March 2014**

Complaint Number	Date of Incident	Type of Complaint	Complainant ID	Mode of Complaint	Comments	Action
BC94	18/03/2015	Complaint	Road Conditions	Phone call to BCOP Reception	Complaint about the condition of the Goonbri Road, complainant stated: The road is extremely dangerous, He has "done" 3 windscreens in 3 weeks, Someone is going to get killed, Other locals prefer to go the long way around to avoid this road, The road was graded only a couple of weeks ago and is as bad as ever, it needs to be graded properly, He will grade it himself if no one else will	Complainant was contacted by BCEP Project Manager by phone, he commented that the complainant was very rude and would not listen and nothing was achieved.
BC95	26/03/2015	Complaint	Noise	Phone call to BCOP Reception	Complaint about noise and vibration on the night of 25 March, complainant stated: The noise last night was so bad it kept him awake, particularly bad from about 10:30 – midnight, he had to put ear plugs in but still the noise penetrated and there was vibration, It was beyond a joke	Complainant advised that due to the location of his residence that the noise and vibration that he was experiencing was unlikely to be generated by Boggabri Coal activities.
BC96	30/03/2015	Complaint	Traffic	Via Gunnedah Shire Council	Representative from GSC called in relation to a resident complaining about traffic on gravel portions of the Rangari Rd between Boggabri and Manilla. She mentioned that: The complainant had been run off the road, there was an accident on one of the bends on the weekend, Council is putting out reduce speed signs, she requested mine site personnel be briefed about appropriate speed/behavior on local gravel roads	Boggabri coal liaised with council and the complainant. Following this consultation, all contractors were required to communicate with all personnel and advise them of appropriate road use behaviour.