

Date	Category Direct / Indirect	Type	Location	Complaint Description
6/01/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring Results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
6/01/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
7/01/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring Results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
7/01/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
8/01/2017	Complaints Line	Noise	Moolarben Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring Results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
9/01/2017	Complaints Line	Noise	Ulan Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made.
10/01/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
10/01/2017	Complaints Line	Noise	Winchester Crescent	Investigation revealed no unusual mining operations were occurring at the time. Monitoring Results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
10/01/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
13/01/2017	Complaints Line	Dust	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Dust levels. No actions required. Caller advised of investigation, results and actions.
21/01/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.

Date	Category Direct / Indirect	Type	Location	Complaint Description
23/01/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
4/02/2017	Complaints Line	Noise	Moolarben Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
5/02/2017	Complaints Line	Noise	Winchester Crescent	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
22/02/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made.
24/02/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
27/02/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. The Caller was unable to be contacted.
28/02/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
28/02/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
1/03/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
1/03/2017	Telephone	Noise	Ridge Road	No investigation was conducted. A message was left. No further action was required.

Date	Category Direct / Indirect	Type	Location	Complaint Description
8/03/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
8/03/2017	Complaints Line	Blast	Winchester Crescent	No Investigation was Conducted. Caller advised of investigation, results and actions.
20/03/2017	Complaints Line	Noise	Moolarben Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable noise levels. No actions required. Caller advised of investigation, results and actions.
22/03/2017	Complaints Line	Noise	Moolarben Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
24/03/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. The Caller was contacted within 24Hours, a message was left. No further action was required.
26/03/2017	Complaints Line	Noise	Ulan Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
31/03/2017	Email	Noise	Winchester Crescent	The Caller was contacted on 03/04/2017, a message was left.
5/04/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
6/04/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.

Date	Category Direct / Indirect	Type	Location	Complaint Description
7/04/2017	Complaints Line	Noise	Moolarben Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
7/04/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
17/04/2017	Complaints Line	Noise	Ulan Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. The Caller was contacted on 18/04/17. A message was left.
18/04/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
18/04/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. The Caller was not able to be contacted.
19/04/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
21/04/2017	Telephone	Noise	Winchester Crescent	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
21/04/2017	Complaints Line	Blast	Winchester Crescent	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Blast levels. No actions required. Caller advised of investigation, results and actions.

Date	Category Direct / Indirect	Type	Location	Complaint Description
24/04/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
24/04/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
27/04/2017	Complaints Line	Noise	Winchester Crescent	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
29/04/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
4/05/2017	Complaints Line	Noise	Winchester Crescent	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
4/05/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. A message was left.
4/05/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. A message was left.
4/05/2017	Complaints Line	Noise	Winchester Crescent	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.

Date	Category Direct / Indirect	Type	Location	Complaint Description
4/05/2017	Complaints Line	Noise	Winchester Crescent	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. A message was left.
7/05/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. A message was left.
7/05/2017	Complaints Line	Noise	Winchester Crescent	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. A message was left.
7/05/2017	Complaints Line	Noise	Ulan Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. A message was left.
8/05/2017	Complaints Line	Noise	Winchester Crescent	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required.
9/05/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
8/05/2017	Email	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
9/05/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.

Date	Category Direct / Indirect	Type	Location	Complaint Description
14/05/2017	Complaints Line	Noise	Ulan Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
17/05/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
19/05/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller not able to be contacted.
1/06/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
3/06/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
10/06/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
11/06/2017	Complaints Line	Noise	Ulan Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
11/06/2017	Complaints Line	Noise	Moolarben Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. a message was left.

Date	Category Direct / Indirect	Type	Location	Complaint Description
14/06/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller not able to be contacted.
15/06/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. The Caller was not contacted.
17/06/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
17/06/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
17/06/2017	Complaints Line	Noise	Winchester Crescent	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
18/06/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
19/06/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
22/06/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.

Date	Category Direct / Indirect	Type	Location	Complaint Description
22/06/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
28/06/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
30/06/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
30/06/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
1/07/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
1/07/2017	Complaints Line	Noise	Winchester Crescent	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions. Caller advised of investigation,
2/07/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions. Caller advised of investigation, results and actions.

Date	Category Direct / Indirect	Type	Location	Complaint Description
3/07/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
3/07/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
12/07/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
16/07/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
21/07/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
21/07/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
22/07/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
27/07/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.

Date	Category Direct / Indirect	Type	Location	Complaint Description
27/07/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. The Caller was not contacted upon their request.
27/07/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.
30/07/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller unable to be contacted.
31/07/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
2/08/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller not contacted upon their request.
3/08/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller unable to be contacted.
3/08/2017	Complaints Line	Blast	Winchester Crescent	Monitoring results indicated acceptable blast levels. No actions required. Caller advised of investigation and results.
14/08/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. Caller advised of investigation, results and actions.

Date	Category Direct / Indirect	Type	Location	Complaint Description
27/08/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. No actions required. The Caller was not contacted upon their request.
30/08/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller advised of investigation, results and actions.
31/08/2017	Complaints Line	Noise	Ridge Road	Investigation revealed no unusual mining operations were occurring at the time. Monitoring results indicated acceptable Noise levels. Operational adjustments were made. Caller unable to be contacted.