

# Bengalla Mine Community Complaints Register 2024



Environmental Protection Licence 6538 requires Bengalla Mining Company Pty Limited to operate a 24 hour telephone complaints line for the purpose of receiving any complaints from members of the public in relation to activities conducted at the premises or by the vehicle or mobile plant.

This register is in accordance with Environment Protection Licence 6538 and State Significant Development 5170

Complaint Number	Date	Time	Mode of Complaint	Complainant ID	Nature of Complaint	Complaint Details	Action Taken
1	6/01/2024	11:03 AM	Hotline	1	Blast Vibration	At approximately 11:03 hrs on 6/1/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 8/1/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 113.2 dB(L) and 2.83 mm/s Collins: 106.6 dBL and 0.93 mm/s
2	8/01/2024	04:10 PM	Hotline	1	Blast Vibration	At approximately 16:10 hrs on 8/1/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 8/1/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 93.0dB(L) and 1.47 mm/s Collins: 103.5 dBL and 1.19 mm/s
3	22/01/2024	03:36 PM	Hotline	1	Blast Vibration	At approximately 15:36 hrs on 22/1/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 22/1/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for two blasts as follows. Blast 1 - Moore: 113.4dB(L) and 1.42 mm/s Collins: 104.4 dBL and 0.67 mm/s Blast 2 - Moore 110.6dB(L) and 1.65mm/s Collins 105.9 dBL) and 0.66mm/s
4	3/02/2024	03:14 PM	Hotline	1	Blast Vibration	At approximately 15:14 hrs on 3/2/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 5/2/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 102.6dB(L) and 1.26 mm/s Collins: 103.2 dBL and 0.90 mm/s
5	15/02/2024	3:12 PM	Hotline	1	Blast Vibration	At approximately 15:12 hrs on 15/2/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 15/2/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for the blast as follows. Moore: 111.9dB(L) and 2.11 mm/s Collins: 98.6 dBL and 1.09 mm/s
6	17/02/2024	11:13 AM	Hotline	1	Blast Vibration	At approximately 11:13 hrs on 17/2/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 19/2/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for the blast as follows. Moore: 100.3dB(L) and 2.54 mm/s Collins: 99.5 dBL and 0.81 mm/s Left message on AM
7	17/02/2024	7:50 PM	Hotline	2	Dust	When driving between mines, driving past was very dusty. Did not request a call back.	No dust alarms received. Dragline was shut down prior to complaint being received to allow dust to clear in pit. Some dust observed on haul roads however water carts in operation at the time also.