

Date	Nature of Complaint	Complaint/Incident Details	Action Taken
23/07/2017	Noise	<p>Complainant called the LakeCoal Community enquiry line at approximately 5am to complain about noise impacts from the operation. Complainant advised that noise from the operation had kept his family awake for most of the night. Complainant advised that his neighbours were also concerned as they could hear it as well.</p>	<p>The complainant was contacted at approximately 11.45am on the same day by the LakeCoal Environment and Community Coordinator to ascertain further details about the incident. The complainant advised that he had called the complaints line as the noise impacts at his residence during the previous night resulted in them not being able to get to sleep until 4.30am due to two noises that sounded like vacuum sound and sharp metallic clinking sounds. The complainant was advised following an internal LakeCoal investigation that the metallic clinking sound was most likely attributable to track slap on the Chain Valley Colliery product coal dozer which was working during the night, however LakeCoal was not sure what the vacuum noise was likely to be from as there was no plant working with that type of output sound. The complainant was advised that the site stockpiles were quite high at present and that a dozer needed to be used to push out the material when trucks were not running (night time). LakeCoal advised the resident that LakeCoal has implemented controls to try and reduce dozer track slap impacts at night by slowing the machine down at night and only using first gear.</p>