

Cowal Gold Operation (CGO)
Complaints Register – 1 October to 31 October 2016

Schedule 2 of the Development Consent (DA 14/98) includes Condition 9.4(a)(v), which requires that a complaints register, updated on a monthly basis, be made publicly available on the Cowal Gold Project's website.

DETAILS	Resident of Lake Cowal, (Complainant A)
COMPLAINT / CONCERN	Blasting
DATE and TIME	24/10/2016 – 12:30pm
OUTCOME	<p>1. The Complainant called the CGO Senior Environmental Advisor (SEA) to say that they had just felt the blast at their home and it had given the house "a fair old shake". The SEA asked if he had felt any other blast recently and he informed him that they have not been at the house very often since the flood waters surrounded their house. SEA made the commitment that he would conduct an investigation and get the results back to Complainant A shortly.</p> <p>2. SEA requested a review of the blast data from external blasting consultants and called Mining Superintendent to find out the details of the blast.</p> <p>25/10/2016</p> <p>3. Preliminary blast results were received from external consultants indicated that the blast was within compliance limits (105.5 dB(L)). When compared with historical data, results indicated that the overpressure was not attenuating at the same rate as when Lake Cowal is dry.</p> <p>4. SEA tried to call Complainant A on two occasions and left a message on his mobile phone. SEA received a missed call from Complainant A at 20:18 on the 25/10/2016.</p> <p>26/10/2016</p> <p>5. SEA spoke to Complainant A at 14:52 and stated that the investigation indicated that the blast was within compliance limits but the water in Lake Cowal was having an effect on how the overpressure attenuates over distance. SEA encouraged Complainant A to continue to report blasting impacts and if CGO identify particular weather conditions or blasting practices that are exacerbating the problem then it would assist in the management of blasting.</p> <p>6. The SEA emailed a copy of the blasting investigation to Complainant A</p>
DATE OF RESPONSE	Initial response – 24/10/16 Complaint closed – 26/10/16

DETAILS	Business Owner at West Wyalong
COMPLAINT / CONCERN	Employee Behaviour
DATE and TIME	31/10/2016 – 7:00am
OUTCOME	<ol style="list-style-type: none"> 1. CGO employee informed the Senior Social Responsibility Advisor that the owner of a local business had complained to him about CGO employees using his car park during the day and limiting access for customers. 2. The Senior Social Responsibility Advisor visited the business to speak to the owner about the issue. The owner stated that a small number of CGO employees were parking in areas designated for his customers, and that it was impacting his business. The Senior Social Responsibility Advisor and the owner walked around the area to identify other suitable parking areas that would not impact his business. Contact details were provided to the business owner for any future concerns. 3. A site wide email was sent out to all employees indicating designated parking areas, and reminding employees the process for reporting community complaints and feedback.
DATE OF RESPONSE	<p>Initial response – 31/10/2016</p> <p>Complaint closed – 31/10/2016</p>