

Date	Nature of Complaint	Complaint/Incident Details	Action Taken
17/03/2014	Truck Haulage	Broken Windscreen	Complainant alleged that his windscreen had been broken whilst following a truck. Little information could be provided, including, he did not see what hit his windscreen and incomplete rego details provided. The incident occurred approx 40-50 kms from the mine and complainant was informed that it was highly improbable that it was a piece of coal as each driver is required to check the truck/load prior to departing site. The complainant extended his thanks.
29/04/2014	Coal Haulage (noise)	Complainant rang about noise from the trucks. He suspected it was from the loader bucket hitting the ground, loud reversing alarms and trucks using horns while loading.	The complainant was contacted and noise sources were discussed, the complainant was also informed about the Company's plans to reduce truck haulage significantly by creating an underground linkage with Mannering and using the existing conveyor system to take coal to Vales Point Power Station. Additional enquiries were made and then follow up with the complainant to discuss these occurred. Note: noise monitoring occurs at the complainant's residence, all monitoring results have complied with the applicable noise criteria and additional consultation with the complainant occurred at the subsequent monitoring event.
01/05/2014	Truck Haulage	Car showered with coal	The mine received a call from a motorist who claimed his car was showered with coal. The truck was travelling in a north west direction towards Sandgate indicating that it was returning to site after tipping at PWCS. A tool box talk was issued as a reminder to drivers to ensure truck is cleaned down entirely after tipping off.
01/09/2014	Truck Haulage	Truck with trailer observed to be allegedly speeding after exiting Industrial Dr heading towards the Sandgate cemetery.	After conversation with the complainant, we were made aware that this had occurred at approximately 7.15am and it was acknowledged that this was also a down hill stretch but other motorists had abided by the speed limits in that area. The driver was contacted immediately and made aware that LakeCoal had received a complaint from a member of the public about his driving. The driver acknowledged that he may have been speeding, but if he was it was unintentional and he apologised if his actions caused concerns for other road users.
18/09/2014	Truck Haulage	Complaint from motorist of a broken windscreen from coal falling from a truck. Note - the truck was returning to site after tipping at PWCS.	The complainant alleged that pieces of coal caused chips and a large crack on windscreen. The truck involved was identified and the driver contacted. The driver confirmed that following tipping at PWCS he had swept back with broom, had tipped with cover full forward, had cleaned tailboard and locks and been through the wash before departing. He suggested that it may have been gravel lifted from the road instead. The complainant was contacted and advised of the above.
19/12/2014	Truck Haulage	Complainant alleged that a truck pulled out from STOP sign onto Ruttelys Rd from Construction Rd forcing him onto the opposite side of the road.	The complainant provided rego details and the truck was identified as weighbridge # 510. The driver was interviewed on his return to site and stated that he had already safely left the STOP sign and when the vehicle caught up further down the road, it made several dangerous attempts to pass on double white lines. This feedback was provided to the complainant and the matter was considered closed.

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22/12/2014	Truck Haulage	Alleged that a truck was speeding while travelling westbound on Maitland Rd descending downhill toward Sandgate cemetery from the Industrial Highway turnoff at Warrabrook.	The complainant provided information on some markings on the truck and it was later identified as weighbridge # 933. The driver was interviewed on his return to site and reminded of his obligations as a road user and that of the protocols required for coal haulage. The driver advised if he was speeding it was unintentional and was apologetic if his actions were cause for any concern to the public.