

| Date | Nature of Complaint | Complaint/Incident Details | Action Taken |
|------------|---------------------|---|--|
| 12/01/2015 | Noise | Complainant called the LDO office in Rutherford and left a message on the answering machine at 7:10am. Complainant noted noise from a coal loader waking him up early in the morning again. No name or contact details were left. | No activities on the stockpile were undertaken from around 7pm (11/1/15) to 5am (12/1/15). Recent night time noise monitoring in December identified no issues with noise levels (result nearest stockpile was 37dB, criteria 49 dB). Unable to follow up with complainant as no name or contact details provided. |
| 12/01/2015 | Truck Haulage | The complainant advised his car was struck with coal after falling from a truck adjacent Doyalson Welding, southbound on the Pacific H'way and his windscreen had sustained a "star" chip. | The registration of the truck was used to determine the owner and operator. The truck owners contacted the complainant and agreed to cover any costs incurred. The complainant was contacted again by LakeCoal and confirmed he was happy with the outcome and conveyed his thanks for our cooperation in the matter. |
| 24/02/2015 | Noise | The complainant called regarding loader noise which woke him up at 4:30am yesterday and 1:30am this morning. | Complaint discussed in detail with the complainant. Review of stockpiling activities undertaken. Reverse alarm of 988 loader identified as having been replaced with high pitch alarm, arranged to refit low tone alarm on 27/2. Limited use of horns discussed and agreed with ME supervisor / loader driver. Discussed and agreed with ME supervisor that when stockpiling coal a large windrow for noise reduction is to be created at back of stockpile and recreated from time to time following haulage of the coal previously used to create the windrow. Complainant advised of actions taken/proposed on the 26/2 and appreciated the action taken and follow up communication. |
| 15/03/2015 | Truck Haulage | The complainant left a message with our after hours answering service on Sun 15/3 alleging a truck was driving erratically Northbound on the M1 Fri Mar 13. | The trucking company and driver were identified from the information provided. Both the driver and the employer were spoken to in relation to the complaint, the driver stated he was at a loss as to the reason for the complaint and did not recall a specific incident that it would have related to. The employer confirmed that the driver had been employed with the company for several years and in this time has had good driving record. He did however thank us for bringing this to his attention and would always want to be made aware of anyone's concerns regarding his drivers' behaviour on the road. No further action was taken however the complainant was provided with the above information. |
| 17/03/2015 | Truck Haulage | Complainant rang to say he has sustained a cracked windscreen after following a truck on to the Sparks Rd exit southbound on M1 | The complainant was contacted and further details sought. The complainant could not confirm what cracked the windshield, or the truck rego details. It was however confirmed that the truck was not displaying a LakeCoal sign, but did have the name of a quarry on the rear trailer, and turned left onto Sparks Rd. The complainant was advised that all trucks hauling coal for LakeCoal would display a sign and turn right at Sparks Rd to re-join the M1 northbound. The complainant agreed that the truck would not have been working for LakeCoal and no further action was required. |

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| 08/07/2015 | Truck Haulage | Email received from complainant observing coal truck returning to site via public roads at 6:07pm. The complainant questioned if this truck movement was occurring outside of approved hours (referencing the 5:30am to 5:30pm haulage hours from the Development Consent). Partial identification details of the truck were provided by the complainant. | Investigation of truck movements undertaken, however it is noted that the condition of consent restricts coal trucks being “dispatched from the site to public roads outside of the hours of 5:30 am to 5:30 pm”. Trucks are permitted to return to site after this time. The truck was identified from the partial licence plate provided. It had left site at 2:41pm to PWCS, however was delayed at PWCS for approximately 2 hours due to a “red light” (for unloading). The truck was returning to site as it remains parked onsite overnight. The last truck dispatched from site on the 8/7/15 was at 4:45pm, prior to the 5:30pm restriction. The complainant was contacted on the 9/7/15 and advised of the above and appreciated the follow up and details. |
| 11/08/2015 | Truck Haulage | Phone call received from complainant identifying that a truck had run through a red light on Maitland Rd, near the Haxham bridge. Partial identification details of the trailer were provided. | Truck and driver were identified (truck ID# 912). Driver was contacted and questioned, he recalled the location of the complaint but asserted that the light was orange upon entry to the intersection, turning red as he passed through, and that at the time he judged that proceeding as opposed to attempting to brake was the appropriate decision. The driver was issued a formal warning in relation to the incident. Follow up correspondence with the complainant occurred and the feedback and response were appreciated. |
| 14/08/2015 | Truck Haulage | Complainant called to advise that a truck had tailgated them when travelling southbound on the M1 and tailgated another driver after changing lanes. The trailer registration was provided. The complainant indicated no call back was necessary but thought the driver should be spoken to. | The truck and driver were identified (truck ID# 228). The driver was spoken to on site in the early afternoon and questioned about the complaint. The driver was adamant he had not been tailgating any other road users and offered his dash-cam in support of his claim. The dash-cam footage was reviewed however the time of the complaint had already been overwritten by more recent video, so was unable to support either parties views. The driver was reminded of his obligations and allowed to return to work. No follow up contact was possible with the complainant as no contact details were provided. |
| 17/11/2015 | Truck Haulage | Complainant rang to advise that a truck displaying the LakeCoal signage had overtaken him on the Beresfield roundabout, northbound at John Renshaw Drive. The complainant was driving a 26m B Dbl combination truck. | The complainant alleged that he was in the LH lane approaching the roundabout in preparation for a RH turn, eastbound towards Hexham. It was explained that LakeCoal truck #935 approached the roundabout in the RH lane and proceeded to overtake the complainant on the roundabout. The complainant explained that there was not enough room for both trucks and they came very close together. During an interview with the ME transport driver he explained that this was a very large roundabout and considered that there was plenty of room for both trucks to negotiate the roundabout. The driver was adamant that at no stage did he consider he or anyone else was in any danger and was most apologetic that he had caused concern to another road user. The driver assured us that his compliance to all protocols and conditions of haulage would continue. |

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| 26/11/2015 | Truck Haulage | Cracked Windscreen | <p>Complainant rang the mine at approx 10.25am and alleged that his windscreen had been cracked from falling coal off an oncoming truck on Ruttleys Rd at approx 8.10am. He was unable to provide any information regarding truck type, markings or rego etc. The complainant explained that the incident occurred at the vicinity of the Eaton's exit on Ruttleys Rd whilst the complainant was travelling west bound towards Mannering Park. A check of weighbridge records revealed that five trucks recorded loads between 8.05am and 8.17am. The drivers of these trucks were spoken to and they each advised that they had checked their trucks prior to departure as normal and had no knowledge of any coal spillage. The complainant was advised of our investigation and advised he explained he would proceed with repairs to his vehicle via his insurance company.</p> |
| 18/12/2015 | Noise | <p>Complainant called the LakeCoal general switch number to enquire about the media reports associated with Chain Valley's recent approval modification and in particular the increase in coal production. The complainant was concerned about noise impacts (from coal trains) on the rail line near argenton.</p> | <p>The complainant was advised that the majority of Chain Valley's coal was trucked next door to the local power station and that coal was not railed from the operation.</p> <p>The complainant acknowledged the information and was asked if they wanted to leave any contact details. The complainant advised that they did not want to provide thier details.</p> |