

Stratford Complaint Summary

Period: 12 Months to July 2024

Total No. of Complaints: 2 (2 noise, 0 air quality, 0 Blast Overpressure, 0 lighting, 0 Other)

Total No. of Complainants: 2

Date/Time of Complaint	Complainant Location	Method of Complaint	Nature of Complaint	Investigation/Outcome
22/05/2024 14:00 PM	Approx. 3.8km north of source.	Complaints line	Noise	<ul style="list-style-type: none"> Complainant called the Stratford Coal complaint hotline at 2:00 PM on the 22/05/2024. The Community Liaison Advisor (CLA) returned the call at 3:57 PM on 22/05/2024. Complainant stated that there has been consistent loud humming noise over the last few days and he couldn't sleep due to the noise at night, and it continued into the day. CLA explained the recent change in operations at site and machinery now working at higher elevations. Weather conditions: Light wind conditions from the south at the time of the complaint. Inversion present from 5:30 PM 19/5/2024 to 9:45 AM on the 20/05/2024. Comments from Mining Superintendent: EX06 has been working in the Roseville West Pit area, double benching. Dozers in 1st gear after 10pm. limiting noise with hornless systems in trucks and reverse quackers. Update 29/05/2024: Higher bunding is being left in areas, where possible, to help with noise mitigation measures. CLA contacted complainant to confirm times/dates of the noise complaint. Complainant stated he was fairly certain that the noise was on Sunday night/ Monday morning, but could have been Monday night/ Tuesday morning. CLA informed complainant there was a strong inversion present from 5:30 PM on Sunday 19/05/2024 till around 9:45 AM on Monday 20/05/2024. Complainant was informed of the hours of operation at SMC and that no operations were undertaken on the Sunday night. Complainant was pleased with the update and said it may well have been one of the surrounding farmers on the Sunday night.
25/06/2024 12:00 PM	Approx. 2.5km west of source	In person	Noise	<ul style="list-style-type: none"> Complainant contacted SMC Environment & Community Superintendent (ECS) at 11:55AM 25/6/2024. The Complainant stated the excavator noise coming the general direction of the mine was a lot louder than it had been previously and was very intrusive. The complainant highlighted that the noise was bad on the evening of 20/6/2024 and the morning of 24/6/2024. ECS explained the recent changes to the operations on site and explained the current and short term work plan involving Roseville West and BRN rehandle works. The complainant continued that the noise was continuous loud noises that sounded like rocks being picked up by the excavator bucket followed by a loud noise that sounded like rocks hitting the floor of a haul truck body. The complainant also noted that the recent changes to the operational areas would explain the changes in noise levels received at their residence. ECS stated that the SMC will continue to manage noise on site and mitigate potential noise levels when possible. ECS also stated that complaints are most effective at the time of the noise impact as changes and mitigations can be made to the operation.