



REGISTER OF COMPLAINTS - 2020

Date of Complaint	Reason for Complaint	Comment
January 2020	No complaints in January.	
February 2020 Event #5558	Vibration	<ul style="list-style-type: none">• A complainant contacted BHOP about blast vibration from 2 February.• The Complainant had made a complaint to BHOP previously.• Blast monitors were previously installed at the residence and have since been removed. The complainant was provided with a report of blast results for the period the monitors were installed.• The complainant was contacted by a BHOP staff member.• Vibration levels measured at nearby blast monitors were below licence limits.
March 2020 Event #5667	Vibration	<ul style="list-style-type: none">• A complainant contacted BHOP about blast vibration from 17 March.• The Complainant had made a complaint to BHOP previously.• Blast monitors were previously installed at the residence and have since been removed. The complainant was provided with a report of blast results for the period the monitors were installed.• The complainant was contacted by a BHOP staff member.• Vibration levels measured at nearby blast monitors were below licence limits.
April 2020	Vibration	<ul style="list-style-type: none">• An anonymous complainant contacted the NSW EPA about blast vibration from 1 April.



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Event #5700		<ul style="list-style-type: none">• Blast vibration levels measured at compliance monitors were below licence limits.• Blast vibration data was provided to the NSW EPA.• No follow-up contact with the complainant was requested.
April 2020 Event #5761	Noise	<ul style="list-style-type: none">• A complainant contacted the NSW EPA about ongoing noise and vibration at their residence from unidentified sources.• Blast data was provided to the EPA.• The complainant was contacted by BHOP staff.
April 2020 Event #5761	Noise	<ul style="list-style-type: none">• A noise monitor was installed in the complainants' residence to monitor noise levels, frequencies, and record audio at triggered levels.• A blast monitor was installed at the complainants' property to monitor vibration from blasts.• Noise consultants were engaged to review noise and blast monitor data collected from the residence to determine impacts from BHOP activities.• A review of the noise and blast data collected determined that BHOP activities were not likely to be the source of any vibration and noise encountered at the complainants' residence.• The review of the noise and blast data by consultants was provided in a report which was presented to the complainant.
April 2020 Event #5760	Vibration	<ul style="list-style-type: none">• A complainant contacted the NSW EPA about blast vibration from 29 April. The complainant details were not provided to CBH by the EPA



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		<ul style="list-style-type: none">• Blast vibration levels measured at compliance monitors were below licence limits.• Blast vibration data was provided to the NSW EPA.• No follow-up contact with the complainant was requested.
May 2020 Event #5761	Noise	<ul style="list-style-type: none">• A complainant contacted BHOP regarding noise during the night of 17 May.• The complainant had made a complaint to BHOP previously.• BHOP staff have met with the complainant in response to this complaint.• A noise monitor was installed in the complainants' residence to monitor noise levels, frequencies, and record audio at triggered levels.• A blast monitor was installed at the complainants' property to monitor vibration from blasts.• Noise consultants were engaged to review noise and blast monitor data collected from the residence to determine impacts from BHOP activities.• A review of the noise and blast data collected determined that BHOP activities were not likely to be the source of any vibration and noise encountered at the complainants' residence.• The review of the noise and blast data by consultants was provided in a report which was presented to the complainant and the EPA.
May 2020 Event #5761	Noise	<ul style="list-style-type: none">• A complainant contacted BHOP regarding noise during the night of 24 May.• The complainant had made a complaint to BHOP previously.



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		<ul style="list-style-type: none">• BHOP staff have met with the complainant in response to this complaint.• A noise monitor was installed in the complainants' residence to monitor noise levels, frequencies, and record audio at triggered levels.• A blast monitor was installed at the complainants' property to monitor vibration from blasts.• Noise consultants were engaged to review noise and blast monitor data collected from the residence to determine impacts from BHOP activities.• A review of the noise and blast data collected determined that BHOP activities were not likely to be the source of any vibration and noise encountered at the complainants' residence.• The review of the noise and blast data by consultants was provided in a report which was presented to the complainant and the EPA.
June 2020	No complaints in June.	
July 2020 Event #5923	Noise	<ul style="list-style-type: none">• A complainant contacted BHOP regarding noise during the night of 6 July.• The complainant had made a complaint to BHOP previously.• BHOP staff contacted the complainant in response to this complaint.• A noise monitor was previously installed in the complainants' residence to monitor noise levels, frequencies, and record audio at triggered levels.• A blast monitor was previously installed at the complainants' property to monitor vibration from blasts.



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		<ul style="list-style-type: none">Noise consultants were engaged to review noise and blast monitor data collected from the residence to determine impacts from BHOP activities.A review of the noise and blast data collected determined that BHOP activities were not likely to be the source of any vibration and noise encountered at the complainants' residence.The review of the noise and blast data by consultants was provided in a report which was presented to the complainant and to the EPA.
July 2020 Event #6095	Noise	<ul style="list-style-type: none">A complainant contacted BHOP regarding noise during the early morning of 30 July.The complainant had made a complaint to BHOP previously.The complainant did not request further contact from BHOP staff regarding the complaint.A noise monitor was previously installed in the complainants' residence to monitor noise levels, frequencies, and record audio at triggered levels.A blast monitor was previously installed at the complainants' property to monitor vibration from blasts.Noise consultants were engaged to review noise and blast monitor data collected from the residence to determine impacts from BHOP activities.A review of the noise and blast data collected determined that BHOP activities were not likely to be the source of any vibration and noise encountered at the complainants' residence.The review of the noise and blast data by consultants was provided in a report which was presented to the complainant and to the EPA.



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Date of Complaint	Reason for Complaint	Comment
August 2020	No complaints in August.	
September 2020	No complaints in September.	
October 2020	No complaints in October.	
November 2020	No complaints in November.	
December 2020	Vibration	<ul style="list-style-type: none">• A complainant contacted the NSW EPA about blast vibration on 17 December. The complainant details were not provided to CBH by the EPA.• Blast vibration levels measured at compliance monitors were below licence limits.• Blast vibration data was provided to the NSW EPA.• No follow-up contact with the complainant was requested.