

**BROKEN HILL OPERATIONS PTY LTD****REGISTER OF COMPLAINTS - 2023**

Date of Complaint	Reason for Complaint	Comment
January 2023	No complaints	
February 2023	No complaints	
March 2023	No complaints	
April 2023 INX 8912	Vibration	<ul style="list-style-type: none"><li>• A complainant contacted BHOP about a blast vibration on 27 April.</li><li>• BHOP contacted the complainant on 28 April to discuss and no further follow up was required.</li><li>• No blast monitor recorded vibration above licence limits for this blast.</li></ul>
May 2023 INX 8938	Vibration	<ul style="list-style-type: none"><li>• A complainant contacted the BHOP complaints line about a blast on 8 May. The complainant did not leave return contact details.</li><li>• No blast monitor recorded vibration above licence limits for this blast.</li></ul>
June 2023 INX 8998	Vibration	<ul style="list-style-type: none"><li>• A complainant contacted the NSW EPA about blast vibration from 6<sup>th</sup> June and that blasts are occurring on a daily basis.</li><li>• BHOP provided details of ground vibrations and overpressure to the EPA for this occasion.</li><li>• No blast monitor recorded vibration above licence limits for this blast.</li><li>• No details of the complainant were provided to BHOP.</li></ul>
INX 9097	Vibration	<ul style="list-style-type: none"><li>• The NSW EPA received a complaint from a resident of Wills Street about a blast on 25 June.</li><li>• BHOP provided details of ground vibrations and overpressure to the EPA for this occasion.</li><li>• No blast monitor recorded vibration above licence limits for this blast.</li><li>• No details of the complainant were provided to BHOP.</li></ul>



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Date of Complaint	Reason for Complaint	Comment
July 2023	No complaints	
August 2023 INX 9163	Vibration	<ul style="list-style-type: none"><li>• A complainant contacted BHOP main phone line, leaving a message with a complaint about blast vibration on 3 August 2023.</li><li>• The complainant did not leave any return contact details.</li><li>• No blast monitor recorded vibration above licence limits for the blast on this day.</li></ul>
September 2023 INX 9232	Vibration	<ul style="list-style-type: none"><li>• A complainant contacted BHOP main phone line, leaving a message with a complaint about blast vibration on 5 September 2023.</li><li>• The complainant was contacted by BHO on 6 September 2023 to discuss their complaint and no further action was required.</li><li>• No blast monitor recorded vibration above licence limits for the blast on this day.</li></ul>
October 2023 INX 9336	Vibration	<ul style="list-style-type: none"><li>• A complainant contacted the NSW EPA about blast vibration from 14 October.</li><li>• BHOP provided details of ground vibrations and overpressure to the EPA for all blast for 2 month prior to this occasion.</li><li>• No blast monitor recorded vibration above licence limits for this blast.</li><li>• No details of the complainant were provided to BHOP.</li></ul>
November 2023 INX 9421  INX 9412		<ul style="list-style-type: none"><li>• A complainant contacted BHOP complaints phone line with a complaint about blast vibration on 20 November 2023 causing cracking in their bathroom tiles.</li><li>• A BHO representative visited the complainant's home on 29 November to discuss their concerns and inspects bathroom tiles.</li><li>• No blast monitor recorded vibration above licence limits for the blast on this day.</li><li>• A complainant contacted BHOP complaints phone line, leaving a message with a complaint about noise and blast vibration on 22 November 2023.</li></ul>



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Date of Complaint	Reason for Complaint	Comment
INX 9423		<ul style="list-style-type: none"><li>• BHO contacted the complainant on 29 November to discuss their concerns.</li><li>• No blast monitor recorded vibration above licence limits for the blast on this day.</li><li>• A complainant contacted BHOP complaints phone line, with a complaint about blast vibration on 22 November 2023 causing cracking in concrete and other damage at their residence.</li><li>• A BHO representative visited the complainant's home on 23 November to discuss their concerns and inspects damage.</li><li>• No blast monitor recorded vibration above licence limits for the blast on this day.</li><li>• BHO has installed a blast monitor at a nearby residence to monitor vibration in this location.</li></ul>
December 2023	No complaints	