

**Cowal Gold Mine (CGM)
Complaints Register – 1 March 2015 to 31 March 2015**

Schedule 2 of the Development Consent (DA 14/98) includes Condition 9.4(a)(v), which requires that a complaints register, updated on a monthly basis, be made publicly available on the Cowal Gold Project's website.

DETAILS	Resident of West Wyalong, (Complainant A)
COMPLAINT / CONCERN	Resident of West Wyalong – called the CGM Senior Community Relations Advisor directly regarding a Barrick-owned property in West Wyalong which had overgrowing gardens impacting on the complainant's neighbouring property.
DATE and TIME	04/03/2015 – 10:30am
OUTCOME	<ol style="list-style-type: none"> 1. The Complainant called the CGM's Senior Community Relations Advisor to lodge a complaint regarding a Barrick-owned property in West Wyalong whose gardens were overgrowing into the Complainant's mother's yard. 2. The CGM's Senior Community Relations Advisor apologised to the Complainant and undertook to arrange to have the vegetation trimmed back. 3. The CGM's Senior Community Relations Advisor called the Complainant at approximately 2pm on 25/03/2015 to advise that the works had been undertaken at the property. 4. The Complainant indicated their satisfaction with the resolution of their Complaint.
DATE OF RESPONSE	04/03/2015

DETAILS	Resident of Lake Cowal, (Complainant B)
COMPLAINT / CONCERN	Resident of Lake Cowal – called the CGM Complaints Hotline on 10/02/2015 and 11/03/2015 regarding exploration activity occurring on a neighbouring property.
DATE and TIME	10/03/2015 – 7:37pm
OUTCOME	<ol style="list-style-type: none"> 1. The Complainant called the CGM Complaints Hotline at 7:37pm on 10/03/2015 regarding exploration activity occurring on a neighbouring property without signed land access agreements in place. 2. The Complainant again called the CGM Complaints Hotline at 8:04am on 11/03/2015 regarding the same matter. 3. The CGM Community Relations Manager returned the Complainant's call at 8:06am on 11 March 2015. 4. The Complainant advised that they were aware that exploration activity was occurring on a neighbouring property not owned by the complainant and that there was no signed land access agreement in place with the property's owner. 5. The Complainant asked that all activities on the property be ceased until a land access agreement could be reached with the landowner. 6. The CGM's Community Relations Manager acknowledged the Complainant's concerns and explained that he could not deal directly with the Complainant on the matter because the Complainant was not the owner or resident of the land in question. 7. Despite this, the CGM's Community Relations Manager agreed to make arrangements to cease exploration activities immediately until access arrangements could be formalised with the relevant property's landowner. 8. The CGM Community Relations Manager called the Complainant again at 8:19am on 11/03/2015 to confirm that the exploration activities had been ceased and all personnel had left the property with a view to formalising land access agreements. 9. The CGM Community Relations Manager met with the relevant landowner at 9:00am on 11/03/2015 and presented a land access agreement. 10. The landowner indicated a willingness to sign the agreement immediately however the CGM Community Relations Manager reminded the Landowner that they were welcome to seek legal advice regarding the agreement prior to signing. 11. After reading the land access agreement in detail, the landowner agreed to sign the agreement with a view to having exploration activities recommence on the property later that day. 12. The Landowner also undertook to contact the Complainant (they are known to each other) and discuss the matter and explain that a land access agreement had been entered into for the exploration activities to be completed on the property. 13. Exploration activities were completed on the relevant property and the CGM Community Relations Manager received confirmation of the landowner's satisfaction with the rehabilitation works completed on 19/03/2015.
DATE OF RESPONSE	11/03/2015