

**Cowal Gold Mine (CGM)**  
**Complaints Register – 1 August 2015 to 31 August 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	
COMPLAINT / CONCERN	<p>Complainant A contacted Senior Community Relations Advisor directly to complain about unsafe driver behaviour by a contractor he believed worked at Cowal Gold Mine. Complainant A said that a vehicle “flew past” him and he was unable to get a registration number, but he did see the name of the Contractor.</p> <p>Complainant A believed it was approximately 17:00 on Tuesday 4 August when the incident occurred. Complainant A was unfamiliar with the area and could not provide a specific location, however he did say it was near a “cross road” intersection.</p> <p>The Senior Community Relations Advisor said that Evolution takes road safety very seriously, and that he would investigate. The Advisor requested a contact number so that he may follow up the issue once resolved; however Complainant A did not wish to provide his details and said that he would contact the Mine again in a few days to follow up.</p>
DATE and TIME	<b>14:00, 5 August 2015</b>
OUTCOME	<p>An investigation took place involving representatives of both Cowal Gold Operation and the Contractor. A lack of precise details, such as time and location, made identification of specific vehicle and individual difficult.</p> <p>The investigation identified all Contractor vehicles which observed leaving the Cowal Gold Operation mine site between 16:00 to 18:00 on 4 August.</p> <p>The remotely recorded data, including speed and location, of each vehicle was reviewed by the investigation team.</p> <p>None of the identified vehicles were recorded as exceeding the speed limit during the times reviewed.</p>
DATE OF RESPONSE	Complainant A has not contacted the Mine, as he stated, to follow up the investigation. As he did not provide a number, it is not possible for the Cowal Community Relations Team to contact the Complainant.