

Cowal Gold Operation (CGO)
Complaints Register – 1 November to 30 November 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 Lake Cowal (Complainant A)
COMPLAINT / CONCERN	Local landholder called the Community Complaints line regarding noise
DATE and TIME	8:15am on Friday 13 November
OUTCOME	<ol style="list-style-type: none"> 1. The Complainant contacted the Community Complaints Line on Friday 13 November at 8:15am to lodge a complaint about noise from the Cowal gold Operation. 2. The Environment Manager contacted Complainant A at approximately 8:17am to discuss the details of the matter. At approximately 2am, Complainant A was awoken by a low, steady grinding noise. 3. The Environment Manager asked if the noise was still audible or if it could be heard at any other time. Complainant A said the noise was audible between 2am and 3am, but was not currently audible. 4. The Environment Manager said that he had toured the operation prior to the call and all plant and machinery was operating normally. Environment Manager said that he believed that atmospheric conditions of null to gentle westerly breeze, including elevated humidity, may have contributed to the noise being audible from the Complainant's residence for a short period of time. 5. The Environment Manager thanked the Complainant for the call.
DATE OF RESPONSE	Friday 13 November 2015