

Cowal Gold Mine (CGM)
Complaints Register – 1 April 2015 to 30 April 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 Community Relations Manager directly regarding fugitive light from the CGM's Northern Waste Rock Emplacement.
DATE and TIME	30/04/2015 – 3:48pm
OUTCOME	<ol style="list-style-type: none"> 1. The Complainant called the CGM's Community Relations Manager directly regarding fugitive light from a lighting tower situated on the CGM's Northern Waste Rock Emplacement. 2. The Complainant explained that they are currently sowing crops in a neighbouring paddock at night time and the lighting tower is shining light in the Complainant's eyes. 3. The CGM's Community Relations Manager apologised for the inconvenience and undertook to arrange for the lighting tower to be repositioned immediately so the problem didn't occur again. 4. The CGM's Community Relations Manager invited the Complainant to contact him again if the problem is not resolved. 5. The CGM's Community Relations Manager contacted the CGM's Mining Manager to arrange to have the lighting tower repositioned for the upcoming night shift. 6. The CGM's Community Relations Manager undertook an inspection of lighting from areas near the Complainant's property at approximately 9:45pm on 30/04/2015 and observed that there appeared to be no fugitive light from the Northern Waste Emplacement and that the offending lighting tower had been repositioned appropriately. 7. The CGM's Community Relations Manager called the Complainant at approximately 9:10am on Friday, 01/05/2015 to confirm that the area had been inspected and that the fugitive light issue had been addressed. 8. The Complainant thanked the CGM Community Relations Manager for the call and advised they would be out in the paddock again this evening and would call again if there were any additional issues or concerns.
DATE OF RESPONSE	30/04/2015