

Cowal Gold Operation (CGO)
Complaints Register – 1 January to 28 February 2018

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, West Wyalong
COMPLAINT / CONCERN	Community
DATE and TIME	24/2/2018 7.38 am
OUTCOME	<ol style="list-style-type: none"> 1. A resident of West Wyalong called to advise that he was unhappy with our local procurement policy and a noise complaint he had received. 2. The Superintendent Environment & Social Responsibility (SESR) commenced an investigation into the matter. 3. The investigation found that where possible CGO source local suppliers and contractors. The SESR offered to meet with the resident to discuss their concerns relating to local procurement. 4. The Senior Social Responsibility Advisor called to the resident to arrange a meeting, however the resident declined the invitation to meet. The resident advised they were happy with having their complaint listened too and asked that no further action be taken.
DATE OF RESPONSE	Initial response – 24/02/2018 Complaint closed – 6/4/2018

DETAILS	Near Neighbour
COMPLAINT / CONCERN	Environmental
DATE and TIME	28/2/2018 11.15 am
OUTCOME	<ol style="list-style-type: none"> 1. A near neighbour called to advise Bathurst burrs (<i>Xanthium spinosum</i>) were growing near boundary fence. 2. The Superintendent Environment & Social Responsibility (SESR) commenced an investigation into the matter. 3. The investigation found that there were burrs growing on the property. The SESR arranged for the burrs to be sprayed with a herbicide. 4. The Senior Social Responsibility Advisor called to the near neighbour to discuss investigation results and treatment proposed. The neighbour advised they were happy with the results of the investigation.
DATE OF RESPONSE	Initial response – 28/02/2018 Complaint closed – 5/032018