

**Cowal Gold Operation (CGO)**  
**Complaints Register – 1 November to 30 November 2016**

*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	Business Owner at West Wyalong
COMPLAINT / CONCERN	Employee Behaviour
DATE and TIME	<b>9/11/2016 – 2:00pm</b>
OUTCOME	<p>9/11/2016</p> <ol style="list-style-type: none"> <li>1. The Complainant called the Cowal Community hotline about a CGO employee that had parked their car blocking deliveries and preventing the business from accessing garbage bins.</li> <li>2. The Senior Social Responsibility Advisor visited the business, spoke to the owner and proceeded to wait for the owner of the vehicle.</li> <li>3. The CGO employee was identified and spoken to regarding appropriate parking locations at the rear of the business.</li> </ol>
DATE OF RESPONSE	<p>Initial response – 9/11/2016</p> <p>Complaint closed – 9/11/2016</p>