

Cowal Gold Operation (CGO)
Complaints Register – 1 July to 31 July 2017

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	Director, West Wyalong Services & Citizens Club
COMPLAINT / CONCERN	Vehicles damaged
DATE and TIME	27/072017 – 11.30am
OUTCOME	<ol style="list-style-type: none"> 1. Received a complaint from the Director, West Wyalong Services & Citizens Club (West Wyalong) requesting assistance from EVN to investigate potential acts of vandalism to employee vehicles. 2. Manager People & Cultural investigated found that it was not EVN employees causing the damage. <p>11/08/2017</p> <ol style="list-style-type: none"> 3. Senior Social Responsibility Advisor called to discuss investigation results with the resident; cause of damage unknown. The investigation indicated that the damage was not caused by an EVN employee.
DATE OF RESPONSE	<p>Initial response – 27/07/2017</p> <p>Complaint closed – 11/08/2017</p>