

Cowal Gold Operation (CGO)
Complaints Register – 1 August to 31 August 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	Near Neighbour
COMPLAINT / CONCERN	Blast related
DATE and TIME	14/08/2017 3.30pm
OUTCOME	<ol style="list-style-type: none"> 1. A near neighbour called the Senior Environmental Advisor complaining that the blast conducted on the 14/08 had shaken their house. 2. The Senior Environmental Advisor commenced an investigation into the blast. 3. The investigation found that all compliance monitoring locations were within compliance limits. 4. The Senior Social Responsibility Advisor called to the near neighbour to discuss investigation results; and forwarded a copy of the blast monitoring report and commentary, by email, following the call. The neighbour advised they were happy with the results of the investigation.
DATE OF RESPONSE	<p>Initial response – 14/08/2017</p> <p>Complaint closed – 16/08/2017</p>