

Cowal Gold Operation (CGO)
Complaints Register – 1 December to 31 December 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	West Wyalong Business Owner
COMPLAINT / CONCERN	Car Parking
DATE and TIME	6/12/17 7.12am
OUTCOME	<ol style="list-style-type: none"> 1. A West Wyalong business owner called the ESO complaining that one of our contractors had parked their car out the front of their business. 2. The ESO advised the Senior Social Responsibility Advisor who commenced an investigation into the incident. 3. The investigation found that the contractors were advised about parking within West Wyalong. 4. The Senior Social Responsibility Advisor visited the West Wyalong Business Owner to discuss investigation results; and found that parking signs near the business could prevent this type of incident from occurring in the future. The Senior Social Responsibility Advisor advised they would investigate the purchase of signage. The business owner advised they were happy with the results of the investigation.
DATE OF RESPONSE	<p>Initial response – 06/12/2017</p> <p>Complaint closed – 14/12/2017</p>