

**Cowal Gold Operation (CGO)**  
**Complaints Register – 1 March to 31 March 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	West Wyalong Business Owner
COMPLAINT / CONCERN	Community Impact
DATE and TIME	06/03/18 5.00am
OUTCOME	<ol style="list-style-type: none"> <li>1. Investigation commenced. Senior Social Responsibility Advisor (SSRA) contacted the owner of the Outback Café who advised that was a Toyota RAV4 Registration no CF47GC blocking access to the skip bins.</li> <li>2. The SSRA visited the Outback Café and found a Contractor on site for March 100 Shutdown had vehicle their parked in front of the bins as described.</li> <li>3. The SSRA placed a note on the vehicle asking the owner not to park in this location again.</li> <li>4. The SSRA placed barricades and flagging tape in front of the skip bins.</li> <li>5. The SSRA contacted the rubbish removal company (JR Richards) and advised them that barricades were in place to prevent parking only, however, the skip bin could still be collected as scheduled the following morning</li> <li>6. The SSRA met with the local sign maker and requested that No Parking signs be designed and installed for the Outback Café's car park.</li> </ol>
DATE OF RESPONSE	<p>Initial response – 06/03/18</p> <p>Complaint closed – 06/03/2018</p>