



Summary of complaints received from 1 January 2024 to present.

Date, time & method of complaint	Nature of complaint	Action taken, including follow-up
30/05/2024 11:10am Phone call	Complaint from local resident that they had to pull over rapidly for an oncoming mine truck driving unsafely on a public road.	ECM investigated the complaint to confirm the details of the incident and determine who was driving the truck. Contractors were interviewed and community awareness procedures reiterated. The complainant has been contacted.
1-2/06/2024 EPA / Phone call	The EPA reported to the ECM that a complaint had been received via the Environment Line regarding excessive noise being generated over the weekend. The complainant also contacted the Project Coordinator.	ECM commenced review of noise monitoring data. Noise monitoring already scheduled to be undertaken in June has been expanded to include the complainant's location and an independent review of the continuous real time data has been commissioned. The complainant has been contacted and a meeting to discuss has been arranged.
19/06/2024 10:11am Phone call	Complaint from local landholder within EL9419 stating that they had seen a helicopter fly over their property, and they had not given permission for it to do so.	ECC confirmed that all licences and permits required to conduct the Aerial Electromagnetic Survey had been obtained and consultation prior to survey commencement was undertaken. The Project Manager PM was informed of the complaint and requested flight data from the survey contractor to complete an investigation. A meeting has been requested with the landholder to further discuss their concerns.
28/06/2024 2.42pm Phone call	Complaint from local landholder within EL9419 stating that they had seen a helicopter fly over their property and were concerned about their cattle.	EL9419 Project Manager received the call from the landholder and informed the ECM that this was the second complaint from the same landholder in relation to the Aerial Electromagnetic Survey. The Project Manager commenced an investigation to determine the impacts of the survey. The ECM contacted the complainant to discuss the outcomes.
31/07/2024 10.54am Phone call	ECC received a complaint from a local resident that a mine contractor vehicle was driving too fast for conditions on a public road.	ECC advised Ulan West Continued Operations Project Manager who commenced investigation, reiterated the driving protocols to all contractors working in the area and notified the ECM. The complainant was contacted to further discuss their concerns.