



Duralie Complaint Summary

Period: 12 Months to April 2022

Total No. of Complaints: 1 (0 noise, 0 blasting, 0 air quality (inc. odour), 1 other)

Total No. of Complainants: 0

Date/Time of Complaint	Complainant Location	Method of Complaint	Nature of Complaint	Investigation/Outcome
24/03/2022 16:37hrs	5.9km NNE of Duralie	Community Hotline	Various	<ul style="list-style-type: none"> • Senior Environment & Community Advisor (SECA) returned complainants call at 4:25PM. No answer. • The Complainant returned SECAs call at 4:37PM. • The Complainant listed his concerns to be dust, lighting, noise, blasting and damage to his property from blasting from both Stratford and Duralie Coal mines. • The Complainant stated that he had contacted the complaints line multiple times and had not received a call back. SECA informed The Complainant that the complaints line has been functioning and all complaints received by the complaints line are forwarded directly to the SECA and no complaints from The Complainant had been received by Stratford Coal or Duralie Coal. SECA advised that he would investigate the call logs of the complaints line and investigate any potential failure of the complaints line process. • SECA requested specific dates for the listed noise, dust and blasting concerns, the complainant said that they he had a record and would be able to provide the specific details at a later date. • The Complainant stated that there was a constant glow of lights from Stratford CHPP and the constant glow was penetrating his bedroom window. SECA advised that investigation of the light source and severity would need to be undertaken but would be difficult to identify due to distance. SECA agreed to investigate further. • The complainant stated that cracking had appeared in his home and believed it was due to blasting at Stratford and Duralie Coal. SECA offered to arrange a property investigation to investigate the cracking. Complainant thanked SECA and said he would confer with his wife and respond to the offer of the property investigation. • The complainant further stated that the transport of heavy machinery on the buckets way under police escort, departing Duralie Coal Mine at 11:00am on multiple days is unreasonable and cannot possibly be legal. SECA stated that he is unaware of the legalities of the transport of heavy machinery and would investigate further with the contracting company undertaking the machinery moves. • SECA thanked The complainant for their call.