

Ashton Coal Operations Pty Limited Complaints Register - 2026					
Complaint Number	Complaint ID	Date & Time	Method of Complaint	Nature of Complaint	Details and Response
1	1	9/02/2026 7:58am	Email	Noise	Complainant emailed site to report operational noise from Ashton commencing at 3:00am onwards. Meteorological data and site activities were reviewed. Investigated and not believed to be from Ashton Operations.
2	2	18/02/2026 6:29am	Email	Noise	Complainant emailed site to report operational noise from Ashton commencing at 6:00am. Meteorological data, noise monitoring data and site activities were reviewed. Review of noise monitoring data indicated no change in noise levels during the time of the complaint. Investigation revealed normal site operations being undertaken including dozers operating on product stockpile and a train being loaded.
3	3	23/02/2026 5:13am	Email	Noise	Complainant emailed site to report operational and washery noise from Ashton commencing at 4:30am onwards. Meteorological data, noise monitoring data and site activities were reviewed. Investigation revealed normal site operations being undertaken including dozers operating on the ROM pad and a train being loaded at 5:15am. CHPP was not operating through the night.
4	4	15/03/2026 8:05am	Call Centre	Noise	The complainant contacted the site via the complaints line to report ongoing disturbance from machinery, including bulldozers, stating that this has been occurring for the past 24 years. The complainant was noted to be very irate. Meteorological conditions, noise monitoring data, and site activities were reviewed as part of the investigation. Findings confirmed that normal site operations were being undertaken at the time, including the use of a ROM loader and reject truck. A dozer was operating between 7:25am and 9:25am, after which a grader was in operation.
5	5	16/03/2026 7:40am	Email	Noise	Complainant emailed site to report noise from operation is excessive and that it has been going on for hours. Meteorological conditions, noise monitoring data, and site activities were reviewed as part of the investigation. Findings confirmed that normal site operations were being undertaken at the time including a stowed train on site.
6	6	16/03/2026 7:44am	Email	Complaints Line	Complainant emailed site to report that when attempting to contact the complaints line, their calls were repeatedly placed on hold for over 10 minutes. Complaints line manager investigated and found that there was only one incoming call to the complaints line and it was this call that was on hold for 1 minute and 46 seconds before it was answered.

7	7	17/03/2026 8:46am	Email	Noise	Complainant emailed site to report noise from the washery area of the operation. Meteorological conditions, noise monitoring data, and site activities were reviewed as part of the investigation. Findings confirmed that normal site operations were being undertaken at the time, including dozers, a grader and a train stowed overnight.
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As of Wednesday 1<sup>st</sup> of April, 2026