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.
8	8	7/04/2026 7:04am	Email	Noise	Complainant emailed site on 7/04/2026 to report noise from the operation was excessive from 6am onwards on 6/04/2026. 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.
9	9	7/04/2026 7:05am	Email	Noise	Complainant emailed site on 7/04/2026 to report noise from the operation was excessive from 6.30am onwards. 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.
10	10	13/04/2026 7:03am	Email	Noise	Complainant emailed site on 13/04/2026 to report noise from the operation from 6.00am onwards. 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.
11	11	3/05/2026 7:08am	Email	Noise	Complainant emailed site on 3/05/2026 to report “banging” noise from the operation from 6.45am onwards. 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.
12	12	10/05/2026 7:17am	Email	Noise	Complainant emailed site on 10/05/2026 to report noise from the operation from 7.00am onwards. 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.
13	13	20/06/2026 18:10pm	Email	Noise	Complainant emailed site on 20/06/2026 to report noise from the operation at 18:10pm. 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.
14	14	13/07/2026 8:01am	Call Centre	Noise	The complainant contacted the site via the complaints line to make a noise complaint. Meteorological conditions, noise monitoring data, and site activities were reviewed as part of the investigation. Findings confirmed that the washery was not operating at the time of the complaint, however train loading was occurring. Winds were generally from the north-west. Review of the recordings indicated the noise environment was dominated by highway traffic and other non-mine sources, with no clear

					elevated mine-related noise event identified. A follow-up inspection from the village/receiver area also found mine noise could not be clearly distinguished over highway traffic.
15	15	28/07/2026 19:29pm	Email	Noise	The complainant contacted the site via email to make a noise complaint. Meteorological conditions, noise monitoring data and site activities were reviewed as part of the investigation. The washery was not operating at the time; however, two dozers were operating and winds were generally from the north-west. Review of the recordings indicated that highway traffic and other non-mine sources dominated the noise environment, with no clear elevated mine-related noise event identified.
16	16	19/09/2026 6:33am	Call Centre	Noise	The complainant contacted the site via the complaints line to make a noise complaint. 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. Winds were generally from the north-west. Review of the recordings indicated the noise environment was dominated by highway traffic and birds.

As of Tuesday, 3rd of November, 2026