

Ashton Coal Operations Pty Limited Complaints Register - 2020		
Date & Time	Nature of Complaint	Details and Response
03/07/2020 3:32 pm	Dust	Complainant emailed to state / request: "There is dust coming into the village, could please investigate." Wind direction was generally from the west towards complainant's residence for the hour leading up to the complaint, and no rain was received for approximately a fortnight. With no surface operations, and the upwind dust levels (D7) equal to or exceeding downwind levels (D10), the investigation indicates the majority of the dust was most likely being generated upwind (to the west) of Ashton. Complainant was advised by email (at 4.32pm on 3/7/20) that it was unlikely that dust contribution was emanating from Ashton.
29/07/2020 3:44 pm	Dust	Complaint received from Camberwell resident, with the message reading: "Complaining about the dust and dirt coming out." Light winds generally from the north-west towards the complainant's residence were recorded for the hour leading up to the complaint, with heavy rain received over the three days prior. Complainant was advised by email (at 9:15am on 30/07/20) that site operations and monitoring data at the time of the complaint had been reviewed which determined that Ashton was not a significant contributor to measured dust levels.