

TGO Community Enquiry Database



Date	Time	Method of Complaint	Name	Address	Nature of Complaint/Enquiry	Action Taken	Follow up	Assigned to	STATUS (Open/Closed)
20th December 2012	4pm	Telephone	Rick Jeffery	The Pines, Tomingley/Narromine Road, Narromine	Rick's fence has been damaged in a number of places by the clearing contractor. Some of his drains have been filled in with dirt. In some locations shrubs and dirt have been pushed up against his fence.	TGO called the clearing contractor to confirm complaint report. Contractor confirmed the damage and that drains had been blocked and that some vegetation was pushed against the fence. Contractor advised that a fencing repair man would be coming along on the 21st to repair the fences. TGO inspected the damage on the 21st December. The clearing contractor was ordered to stop work and review work practices. Minor repairs were undertaken on the 21st Dec. TGO also called Rick Jeffery, apologised for the damage and assured him that we would attend to the damage immediately, and would undertake repairs to his satisfaction. Further repairs were undertaken on 27th - 28th Dec. TGO called Mr Jeffery on the 30th Dec to see if he was satisfied with the repairs. He had not yet inspected the repairs. TGO called Mr Jeffery on the 4th Jan 2013, he said some repairs had been undertaken, but he wasn't fully satisfied with the condition in some places. TGO Met him on site on 7th Jan and together made an action list of items that needed to be repaired. This action list was carried out in the next couple of days. TGO called Mr Jeffery on 15th January and he had inspected the repairs and was happy with the repairs. He was happy for us to closed out on the complaint and understands we will remove the vegetation next to his fence and spread it across the backfilled pipeline after installation.	A letter detailing the complaint and the action taken by TGO was posted to Mr Jeffery on 15/01/2013 to close out the complaint.	Colleen Measday	Closed
21st December 2012	8:45am	Telephone	Malcolm Corderoy	Edge hill, Tomingley/Narromine Road, Narromine	Fences been damaged due to tree felling by Clearing Contractor, he would like the fences repaired immediately as he would like to put cattle in this paddock	Complaint was received by the Clearing Contractor. TGO called Tony Cordoroy on the 21st December to record the extent of the damage and assured Mr Corderoy we would repair the fences immediately and to his satisfaction. Fences were repaired on the 27th - 28th Dec. TGO called Mr Corderoy on 2nd, 4th and 7th Jan but finally reached him on 15th. Malcolm said that he had not been to inspect the repairs. He suggested TGO call Ian Corderoy. TGO called Ian on 15/01/2012. Ian advised that he was happy with the repairs to his fence and that the complaint could be closed out.	A letter detailing the complaint and the action taken by TGO was posted to Mr Corderoy on 15/01/2013 to close out the complaint.	Colleen Measday	Closed

22nd February 2013	6pm	Telephone	Di Pearse	5 Burrill Street, Tomingley	A semi trailer delivering pipe for AquaWest tried to access the mine site via the main site access road and became bogged. The driver decided to access the pipeline area via the Pearce's block of land. The driver did not have permission to access the site through the Pearce's property. A MAAS float then followed the semi trailers route through the Pearce's property onto site, to collect the D6 Dozer. The semi delivering the pipe has damaged the Pearce's new road and the MAAS truck has damaged the new bitumen road outside the Pearce's House.	At 7.30am on Saturday 23rd February Greg Forster (Mintrex) met with Di Pearse to inspect the damage. Di declined TGO's offer to clean up the damage caused by the trucks travelling through her property. She just wanted TGO to prevent it from happening again. TGO have instructed all contractors to ensure that vehicles and equipment do not enter the site via the Pearce's property. MAAS and AquaWest will post and apology letter to Di Pearse.	Colleen Measday phoned Di Pearse on 28/02/2013 to confirm that she was satisfied with the action taken by TGO and that she was happy for us to close out the complaint. She was.	Greg Foster	Closed
21st March 2013	4pm	In person to the Alkane Dubbo Office	Raynor Jones	Tomingley West Road, Tomingley	Ms Jones is concerned that the widening of Tomingley West Road will encroach on her driveway. She would like the widening of the road to extend only on the northern side of the existing road and not have any part of the width on her side of the road, the southern side. Ms Jones has written to council about this issue and they have replied via letter. She delivered the reply letter to the Alkane office.	Colleen Measday arranged for Henry Kaye and Colleen Measday to meet with Raynor Jones and Mr and Mrs Hopkins on site to explain the road widening on Monday 25th March 2013	Henry Kaye and Colleen Measday met Raynor Jones and Mr and Mrs Hopkins on Tomingley West Road in front of their properties. Henry explained to all parties where the location of the road would extend to. Ms Jones and the Hopkins's were unhappy and both requested that the road only be widened on the northern side. Henry explained that this could not be achieved as the road had to be designed to council standard and that council had called for a straight road. Mr and Mrs Hopkins and Ms Jones asked Alkane to help lobby the council to alter the approved design. Henry called Kerry Murphy (Narromine Shire Council) from site and explained the situation to her. Henry relayed to all parties that the Council was not willing to change its position. Henry said that he would forward design drawings for the road to Ms Jones. This was done via email on 15th April 2013	Henry Kaye	Closed
18/04/2013	11am	Telephone	Rob McKay	Riffle Club, Narromine	On 9th March 2013 Rob McKay arrived at the riffle range and saw that his lock had been cut and a new lock placed on the gate. He used an angle grinder to remove the lock and access the riffle range. He also reported that there was damage to the gate. The same occurrence happened on 20th April 2013 when he arrived on site and his lock was again cut and a new lock placed on the gate. He was locked out of the riffle club. He believed that it was AquaWest who had cut his lock, damaged the fence.	Colleen Measday took the details of the complaint and reassured Rob that she would look into it and call him by the end of the day.	Colleen Measday called James Gibson (AquaWest project Manager). James informed Colleen that AquaWest had delivered the trencher to site on 18th March, that trenching was undertaken on 19th March, under boring was done on 25-27th March, backfilling on 28th March and then clean up on 2nd April. James also said that they had borrowed Graham Johnsons (land owner) key and that the key had been returned following the clean up on the 2nd. Therefore it was not AquaWest that cut the lock or damaged the fence. Colleen called Rob at 5pm on 17th April and explained that AquaWest was not responsible for cutting the lock or damaging the gate and detailed the dates of work provided by James. Rob appreciated the call back and was happy to accept our explanation.	Colleen Measday	Closed

22/04/2013	1:50pm	Email	Sallie McGaw	"Greendale" Castles Road, Tomingley	The McGaws returned from holidays on Sunday 21st April and noticed that their driveway had been crossed by the pipeline works. They had not been given the weeks notice as detailed in previous letters to them. They also noticed that their mailbox had been damaged and that the dirt on either side of their driveway had not been levelled. This they feel may cause flooding in the event of rain. There was also rubbish left behind. Sallie also enquired as to whether the bitumen would be replaced where it had been pulled up to lay the pipe.	Colleen Measday called Sallie McGaw to discuss the email then called James Gibson to investigate and then called Tod Owens and arranged for him to meet Sallie on site at 10:30am on Tuesday 23rd April	Colleen Measday called Sallie on 1 May 2013 to discuss the progress on fixing the letter box and the driveway. Sallie said she was happy with the progress and that there was just one "cap" to be placed on the letterbox and to observe the contouring when it next rains. On 15th June 2013 Colleen Measday phoned Sallie and Sallie confirmed that she was happy with how the water flowed during recent rainfall events and that the issue was now closed.	Colleen Measday	Closed
30/04/2013	8pm	In person at the TGO employment meeting	Ian Kneale	"Glenmona", Tomingley West Road	At 5:30pm Mr Kneale observed a vehicle leaving the TGP worksite. The vehicle did not stop at the stop sign.	Colleen Measday advised the construction site manager of the complaint and asked her to raise the issue on site.	An incident notification was raised on site. A toolbox meeting was conducted on 2 May 2013 with all the contractors on site covering road safety. Mr Kneale was called and the actions detailed above were discussed. Mr Kneale was happy with the action taken.	Colleen Measday	Closed
29/05/2013	9am	Telephone	Gary Parker		The windscreen of the school bus Mr Parker was driving was broken by a rock thrown from a truck working for the Tomingley Gold Mine.	Tomingley Gold Operations determined that the truck Mr Parker was referring to was delivering 20mm gravel to the Tomingley Gold Project. The procedure for trucks at the quarry is upon exit trucks obtain load tickets and cover loads. The truck has been inspected on site and the loads were covered. Upon questioning the driver stated that his load was tarped. We have advise Neil Earthmoving/MAAS to direct truck & dog drivers to ensure that loads are tarped when travelling on public roads and also ensure that drawbars and undercarriages are clear of stones as well.	29/05/2013 Mintrex construction manager called Mr Parker and explained that the truck did belong to TGP and that the truck has a steel tip tray & dog, that is fitted with tarps in both trays. The design of the tipper tray tarps are an older version that sit flat just under the hungry boards, which may have given the impression that the load was not covered. The newer alloy version have a raised dome type tarp which is very visible. The driver indicated that his load was covered at the time of the incident. Mr Parker was pleased with the information provided by the investigation. TGO offered to pay for the broken windscreen.	Henry Kaye	Closed