

# BOCO ROCK WIND FARM - Stage 1



## Community Complaints Register 2018 - present

This Community Complaints Register was last updated on 05 September 2024.

| ID | Date       | Method of Complaint | Nature of Complaint  | Response and Action Taken                   | Status |
|----|------------|---------------------|--|---|--------|
| 1  | 43225      | Phone               | Require Further Information - Details of Planning Conditions | Community fund call                         | Closed |
| 2  | 10/05/2018 | Phone               | Require Further Information - Other                          | AW to call back, sky light enquiry          | Closed |
| 3  | 14/05/2018 | Declined            | Declined   | No action taken                             | Closed |
| 4  | 15/05/2018 | Phone               | Accident/Incident - Personal Injury                          | No action taken                             | Closed |
| 5  | 21/05/2018 | Email               | Require Further Information - Other                          | AW to call back / Cooma high school project | Closed |
| 6  | 25/05/2018 | Phone               | Declined   | No action taken                             | Closed |
| 7  | 07/06/18   | Phone               | Enquiry about Brushes  | Called and gave them GE contact details     | Closed |
| 8  | 11/06/18   | N/A                 | Accident/Incident - Fuel Spill                               | No action taken                             | Closed |
| 9  | 21/06/18   | Phone               | Require Further Information - Other                          | Called and gave them GE contact details     | Closed |
| 10 | 27/06/18   | Phone               | Require Further Information - Other                          | Forklift invoice for GE. Sent to GE         | Closed |
| 11 | 02/07/18   | Phone               | Require Further Information - Other                          | No action taken                             | Closed |
| 12 | 10/07/18   | Phone               | Require Further Information - Other                          | Shipment ready for pickup                   | Closed |
| 13 | 13/07/2018 | Phone               | Require Further Information - Other                          | No action taken                             | Closed |
| 14 | 19/07/18   | Phone               | Require Further Information - Other                          | Council matters                             | Closed |
| 15 | 23/07/18   | Phone               | Require Further Information - Other                          | GE matters                                  | Closed |
| 16 | 26/07/18   | Phone               | Require Further Information - Site Visit                     | Visit organised                             | Closed |

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| 17 | 30/07/18 | Phone               | Require Further Information - Other          | No action taken                                | Closed |
| 18 | 07/08/18 | Phone               | Require Further Information - Other          | Site Visit                                     | Closed |
| 19 | 08/08/18 | Phone               | Overdue invoice                              | Forward to Accounts                            | Closed |
| 20 | 10/08/18 | Phone               | Require Further Information - Other          | No action taken                                | Closed |
| 21 | 14/08/18 | Phone               | Overdue invoice                              | Forward to Accounts                            | Closed |
| 22 | 07/09/18 | Phone               | Require Further Information - Other          | CMS enquiry                                    | Closed |
| 23 | 07/09/18 | Phone               | Require Further Information - Other          | CMS Enquiry                                    | Closed |
| 24 | 21/09/18 | Phone               | Making a Complaint - Dust                    | No action taken                                | Closed |
| 25 | 21/09/18 | Phone               | Require Further Information - Other          | Called and no action required                  | Closed |
| 26 | 10/10/18 | Phone               | Accident/Incident - Personal Injury          | Called and no action required                  | Closed |
| 27 | 15/10/18 | Phone               | Making a Complaint - Dust                    | Called and no action required                  | Closed |
| 28 | 01/11/18 | Phone               | Making a Complaint - other                   | No action taken                                | Closed |
| 29 | 12/11/18 | Phone               | Making a Complaint - other                   | Called back, sales call                        | Closed |
| 30 | 12/11/18 | Phone               | Making a Complaint - other                   | Called back, sales call                        | Closed |
| 31 | 21/11/18 | Phone               | Making a Complaint - other                   | Called back, sales call                        | Closed |
| 32 | 22/11/18 | Phone               | Require Further Information - Other          | Called back, looking for work                  | Closed |
| 33 | 28/11/18 | Phone               | Require Further Information - Other          | Called back, forwarded to Newcastle office     | Closed |
| 34 | 03/12/18 | Phone               | one of the propellor/turbines is on the road | Called back, no idea what he was talking about | Closed |
| 35 | 05/12/18 | Phone               | Require Further Information - Site Visit     | Left message                                   | Closed |
| 36 | 12/12/18 | Phone               | Require Further Information - Other          | Info on photo uses                             | Closed |
| 37 | 21/12/18 | Phone               | Looking for brad                             | forwarded to brad                              | Closed |
| 38 | 07/01/19 | Phone               | Require info                                 | No action taken                                | Closed |

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| 39 | 08/01/19   | Phone               | Require info   | No action taken  | Closed |
| 40 | 17/01/19   | Phone               | Site visit   | Booked   | Closed |
| 41 | 24/01/19   | Phone               | Require info   | No action taken  | Closed |
| 42 | 26/01/19   | Phone               | Require Info   | No action taken  | Closed |
| 43 | 11/02/19   | Phone               | Require Info   | Site Visit   | Closed |
| 44 | 25/02/19   | Phone               | Site Visit   | Booked   | Closed |
| 45 | 13/03/19   | Phone               | Require info   | No action taken  | Closed |
| 46 | 15/03/19   | Phone               | Training   | No action taken  | Closed |
| 47 | 21/03/19   | Phone               | Trade Supply   | No action taken  | Closed |
| 48 | 20/05/19   | Phone               | Employment   | Passed to GE   | Closed |
| 49 | 14/06/19   | Phone               | Returned call no answer  | No action taken  | Closed |
| 50 | 08/07/19   | Phone               | Site visit   | Booked tour  | Closed |
| 51 | 12/09/19   | Phone               | Site visit   | Booked   | Closed |
| 52 | 02/10/19   | Phone               | Site visit   | Booked   | Closed |
| 53 | 25/02/20   | Phone               | Complaint  | No Answer  | Closed |
| 54 | 03/02/22   | Phone               | Identified cattle grids requiring cleaning due to soil accumulation.     | Meet with Landowner to complete an inspection together so we can confirm locations and extent of issues. Grids were cleaned out.                               | Closed |
| 55 | 11/10/22   | Phone               | Complaint around open gates within specific site areas                   | Communicated issues to all site personnel and action plan put in place to escort any site staff or contractors that are not familiar with the site around site | Closed |
| 56 | 03/02/2023 | Email               | Complaint around the apparent delay in legal proceedings for a land sale | 2 days after the complaint, the land sale was settled.   | Closed |

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| 57 | 26/04/2024 | Email               | Complainant has expressed concern over the Charter for the fund. The Charter was modified to represent the new State Approval. | SQE sent a letter to the council expressing the concerns on the way the Charter was marketed. The complainant was satisfied with this approach. | Closed |