

ID	Method of Contact	Complaint Date	Complaint Time	Location of Complainant	Nature of Complaint	Team Member Receiving Complaint	Details of Complaint	Action taken by Gullen Range Wind Farm	Is Complaint considered closed	Sign off for closure
44	Email IN	28/06/2019	4:21 PM	Grabben Gullen	Operation Complaints: Noise	Leo Pearce	Noise Complaint	<ul style="list-style-type: none"> - Complainant reported an increased blade noise coming from a Kialla wind turbine. - The complainant was contacted to discuss the noise complaint and was informed of the investigation that would be undertaken into the reported noise. - The technical team identified minor deterioration of a piece of protective tape on the rotor blade. - A specialist was mobilised to site to repair the protective tape. - Complainant was advised of these outcomes. 	Yes	Leo Pearce, Asset Manager
43	Phone Call IN	15/02/2019	9:15 PM	Grabben Gullen	Operation Complaints: Noise	Leo Pearce	Noise Complaint	<ul style="list-style-type: none"> - Complainant reported turbines near their house sounded noisier than normal in the evenings when the wind was blowing towards their house. - Details of complaint passed to Technical Team for investigation of circumstance at the time of complaint. - Technical team found no evidence that the turbines were noisier than normal. - Explained to the complainant the process that has been completed for Operational Noise Compliance Testing when the wind farm first started operating. Team explained that this noise monitoring showed that the noise generated was within allowable limits. - Results of Technical Team investigation were communicated to complainant (including wind conditions and operation of turbines at the time of the complaint). - The technical team did confirm that one of the nearby turbines had maintenance scheduled in the near future. - As a precaution, this turbine was switched off between 7pm and 7am until this maintenance was performed. - Following the maintenance, the complainant was informed that the wind turbine would be returned to full operation. - A few days later the complainant reported an unusual sound coming from the same wind turbine and requested the wind turbine to be shut down between 7pm and 7am until fixed. - The technical team carried out an investigation of the sound and made adjustments to a fibreglass cowling. The team verified that the noise was no longer evident. - The complainant was informed of the actions taken and that the wind turbine would be returned to full operation. - The wind turbine was returned to full operation. 	Yes	Leo Pearce, Asset Manager
42	Phone Call IN	17/09/2018	3:00 PM	Bannister	Operation Complaints - Traffic	Leo Pearce	Complainant considered the attitude of a staff member to be inconsiderate - Complainant requested wind farm vehicle driver to reverse back up Range Road and the driver refused, stating that he believed it was unsafe.	<ul style="list-style-type: none"> - Complainant stated that a wind farm vehicle was travelling west on Range Road just before Walkoms Lane whilst the complainant was trying to herd cattle to the east on Range Road to get the cattle back into a paddock. When the wind farm vehicle stopped the cattle would not go past the vehicle. The complainant asked the driver to reverse back up Range Road to allow the cattle to move forward to a gate. The driver refused to reverse back up the road claiming it was too dangerous and suggested moving off the side of the road. The complainant was not happy with the attitude of the driver. - The incident was discussed with the driver and the driver confirmed the above statement and claimed the complainant was difficult to talk to. - The team held a staff meeting and communicated to site staff the importance of (1) being respectful and helpful to local residents, (2) fostering a good relationship with the community and (3) driving safely and slowly. - Complainant advised of the above outcomes. 	Yes	Leo Pearce, Asset Manager
41	Phone Call IN	18/07/2018	9:15 AM	Bannister	Operation Complaints - Traffic	Leo Pearce	Traffic complaint - Unsafe driving practices and concerns about road intersection	<ul style="list-style-type: none"> - Complainant believes windfarm vehicles were travelling too fast on Bannister Lane and turning onto Range Road. Complainant has concerns about the intersection at Bannister, Storrier and Walkom's Lane. - The team investigated the complaint. - Not possible to identify the vehicles involved without more detailed information, such as the time and date and any distinguishing vehicle features. Complainant was encouraged to provide more detail to assist with identifying the vehicles. However, the team held a staff meeting and communicated to site staff the importance of driving safely and slowly. Staff were told to slow down and take extra care at the intersection. - Recommended that the complainant contact the Council about their concerns regarding the right of way at the road intersection, as this is a public road and the Council's responsibility. - Complainant advised of these outcomes. 	Yes	Leo Pearce, Asset Manager

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40	Phone Call IN	16/11/2017	5:00 AM	Grabben Gullen	Operation Complaints: Noise	Derek Powell	Noise Complaint	<ul style="list-style-type: none"> - Met with the complainant to discuss their concerns. Explained to the complainant the process that has been completed for Operational Noise Compliance Testing. -Requested that the complainant provide more details about the noise experienced, so that our technical team can investigate the circumstances at the time of the complaint, in accordance with the approved Operational Noise Management Plan. - Details of complaint passed to Technical Team for investigation of circumstance at the time of complaint. -Results of Technical Team investigation were communicated to complainant (including wind conditions and operation of turbines at the time of the complaint). Explained that there were no faults found in the nearby turbines which could have contributed to abnormal noise. -Offered to the complainant the details of NSW Department of Planning and Environment, Wind Farm Commissioner and Environmental Protection Authority. 	Yes	Derek Powell, Asset Manager
39	Phone Call IN	11/05/2017	5:00 PM	Bannister	Operation Complaints - Traffic	Derek Powell	Traffic complaint - Unsafe driving practices & poor road condition	<ul style="list-style-type: none"> - The team investigated the complaint. - Requested that the complainant provide more information about the vehicle. - Team communicated to site staff the importance of driving safely and slowly. - Council informed about the poor condition of the public road. Road to be graded in the near future. - Complainant advised of these outcomes. 	Yes	Derek Powell, Asset Manager
38	Face to face conversation	3/05/2017	7:30 PM	Bannister	Operation Complaints - Traffic	Derek Powell	Traffic complaint - Signage that was removed for turbine blade delivery has not been reinstated	<ul style="list-style-type: none"> - Team investigated complaint and contacted the council regarding reinstating the signs. - Council advised that the reflective signs would be put back as soon as possible. - Council has now reinstated the reflective signs. - Complainant informed of this outcome. 	Yes	Derek Powell, Asset Manager
37	Face to face conversation	3/05/2017	6:00 PM	Bannister	Operation Complaints: Noise	Derek Powell	Noise Complaint	<ul style="list-style-type: none"> - Explained to the complainant the process that has been completed for Operational Noise Compliance Testing. Directed the complainant to the Operational Noise Monitoring Report. -Requested that the complainant provide more details about the noise experienced, so that our technical team can investigate the circumstances at the time of the complaint, which is in accordance with the approved Operational Noise Management Plan. - Details of complaint passed to Technical Team for investigation of circumstance at the time of complaint. -Results of Technical Team investigation were communicated to complainant in writing (including wind conditions and operation of turbines at the time of the complaint). Explained that there were no faults found in the nearby turbine which could have contributed to abnormal noise. -Provided the complainant with details of NSW Department of Planning and Environment, Wind Farm Commissioner and Environmental Protection Authority. 	Yes	Derek Powell, Asset Manager
36	Phone Call IN	2/12/2016	2:56 PM	Grabben Gullen	Operation Complaints: Noise	Tim Mead	Noise Complaint	<ul style="list-style-type: none"> - Explained to the complainant the process that has been completed for Operational Noise Compliance Testing. Directed the complainant to the Operational Noise Management Plan. -Requested that the complainant provide more details about the noise experienced, so that our technical team can investigate the circumstances at the time of the complaint, in accordance with the approved Operational Noise Management Plan. -Advised our technical team of the complaint and conducted extensive performance testing to ensure the turbines were operating correctly -Provided the complainant with details of NSW Department of Planning and Environment, Wind Farm Commissioner and Environmental Protection Authority. -Researched and explained to the complainant the process for operational contracts between the windfarm and local residents -Provided response in writing explaining that there were no faults found in the turbines which could contribute to abnormal noise. 	Yes	Derek Powell, Asset Manager

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35	Email IN	25/08/2016	10:20 AM	Bannister	Operation Complaints: Noise	Derek Powell	Noise Complaint	<ul style="list-style-type: none"> - Explained to the complainant the process that has been completed for Operational Noise Compliance Testing. Directed the complainant to the Operational Noise Management Plan. -Requested that the complainant provide more details about the noise experienced, so that our technical team can investigate the circumstances at the time of the complaint, in accordance with the approved Operational Noise Management Plan. -Provided the complainant with details of NSW Department of Planning and Environment, Wind Farm Commissioner and Environmental Protection Authority. -Agreed to review historical complaint information and have a further discussion with the complainant. -Complainant updated verbally mid October. - Responded in writing explaining that there were no faults found in the turbines which could contribute to abnormal noise. 	Yes	Derek Powell, Asset Manager
34	Phone call OUT	9/08/2016	12:00 PM	Grabben Gullen	Operations Complaint: Clean Energy Programme	Derek Powell	Clean Energy Programme (CLEP) complaint - Revisions to CLEP taking a long time - Unhappy with the 'pre-revised' Stage 2 of the CLEP	<ul style="list-style-type: none"> - Explained to the complainant that we are awaiting final approval for the revisions to the CLEP from the Department of Planning and the Environment, so the CLEP will be fully operational very soon. -Summarised the revisions to Stage 2 of the CLEP and explained their benefits 	Yes	Derek Powell, Asset Manager
33	Phone call OUT	9/05/2016	5:04 PM	Mummel	Operations Complaint: Clean Energy Programme	Derek Powell	Clean Energy Programme (CLEP) complaint - Process has not been clear	<ul style="list-style-type: none"> - Outlined to the complainant the process for revising the Clean Energy Program (CLEP). - Advised the complainant that a letter would be sent out, which clearly explains the proposed changes to CLEP. - Letter regarding the proposed changes to CLEP sent to the complainant (and all applicants in a similar situation to the complainant) and posted on the GRWF website. Updates regarding proposed changes to CLEP will also be posted fortnightly on the GRWF website. 	Yes	Derek Powell, Asset Manager
32	1800 IN	7/03/2016	8.04 PM	Grabben Gullen	Operation Complaints: Noise Operation Complaints: Landscaping	Clare Powell	Noise Complaint Landscaping complaint regarding maintenance of grass around trees and sourcing of water for watering	<ul style="list-style-type: none"> - Details of complaint passed to Technical Team for investigation of circumstance at the time of complaint. - Explained to the complainant the process that has been completed for Operational Noise Compliance Testing. Team explained that this noise monitoring showed that the noise generated was within allowable limits. - Results of Technical Team investigation were communicated to complainant (including wind conditions and operation of turbines at the time of the complaint). - Team communicated with the landscaping subcontractor and the complainant regarding the landscaping issues. The complainant's concerns were subsequently resolved. 	Yes	Clare Powell, Community Engagement Manager
31	1800 IN	3/02/2016	5:36 PM	Bannister	Operation Complaints: Noise	Clare Powell	Noise Complaint	<ul style="list-style-type: none"> - Details of complaint passed to Technical Team for investigation of circumstance at the time of complaint. - Explained to the complainant the process that has been completed for Operational Noise Compliance Testing. Team explained that this noise monitoring showed that the noise generated was within allowable limits. - Results of Technical Team investigation were communicated to complainant (including wind conditions and operation of turbines at the time of the complaint). - It was confirmed that there were no faults with the turbines that could have been causing abnormal noise during operation. 	Yes	Derek Powell, Asset Manager
30	Phone call OUT	21/01/2016	11:30 AM	Grabben Gullen	Operations Complaint: Clean Energy Programme	Derek Powell	Clean Energy Programme (CLEP) complaint - Applying for CLEP scheme can be difficult if upfront funds are not available.	<ul style="list-style-type: none"> - Team has called and emailed complainant to advise that an arrangement will be investigated enabling them to participate in the CLEP scheme, and that they should submit their application. 	Yes	Derek Powell, Asset Manager
29	1800 IN	19/12/2015	9:06 PM	Grabben Gullen	Noise complaint	Clare Powell	Noise Complaint	<ul style="list-style-type: none"> - Team has called complainant back on three occasions and left a message to call back but the complainant has not been available. 	Yes	Clare Powell, Community Engagement Manager
28	Conversation at event	1/12/2015	4:02 PM	Bannister	Operation Complaint: Substation lights	Clare Powell	Substation lights left on at night	<ul style="list-style-type: none"> - Team investigated complaint. Day and times of lights being on aligned with times when Transgrid had been conducting painting work in the substation or attending other faults - This was communicated to the complainant 	Yes	Clare Powell, Community Engagement Manager

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27	Email IN	23/11/2015	8:45 PM	Bannister	Operation Complaints: Traffic	Tom Frood	Traffic complaint - noticed vehicle not being courteous on public road.	- Toolbox talk held with Operational Staff to communicate the importance of driving safely both on and off of the wind farm site. - Complainant advised of this outcome. Complainant advised to call back if a similar incident occurs.	Yes	Derek Powell, Asset Manager
26	1800 IN	23/11/2015	12:10 PM	Pomeroy	Operation Complaints: Traffic	Derek Powell	Query as to whether trucks passing house were related to delivery of a new wind turbine blade to site	- Team communicated that no trucks relating to blade delivery should be passing the complainant's house - Team was unable to confirm whether trucks were related to the wind farm, however, all delivery vehicle drivers associated with blade delivery were reminded of the correct delivery routes to approach the wind farm site. - Team communicated this to the complainant.	Yes	Derek Powell, Asset Manager
25	1800 IN	22/11/2015	6:45 AM	Grabben Gullen	Operation Complaints: Noise	Derek Powell	Noise Complaint - Humming noise during night time Operational Complaint - Stage 1 CEP audit not conducted	- Operational team directed to inspect nearby turbines. No fault was found. - During initial conversation with complainant, team explained that operational noise testing had shown the wind farm noise was within allowable limits - Team offered to meet complainant to discuss Operational noise report. This offer was declined. - Team followed up on status of CEP audit. Audit has now been undertaken - Team attempted to contact complainant to follow up on complaint on three occasions without success. A subsequent complaint has now been registered	Yes	Derek Powell, Asset Manager
24	Email IN	18/11/2015	1:16 AM	Bannister	Operation Complaints: Agricultural Impacts	Tom Frood	Helicopter flying over complainant's property, which is a restricted zone. Complainant wanted to know whether this helicopter was related to the wind farm.	- Team investigated the incident - The helicopter was performing weed control on land owned by a subsidiary of Goldwind, but not directly involved with the wind farm - The helicopter operator had been informed of restricted flying zone over complainant's property. Operator subsequently reminded of this again. - Complainant informed of this outcome	Yes	Tom Frood, Asset Manager
23	Email IN	7/11/2015	3:13 PM	Grabben Gullen	Operation Complaints: Noise	Clare Powell	Complaint concerning Operational Noise Report	- Queries of complainant were referred to the independent noise consultant who originally prepared the Operational Noise Report. - A response from the consultant has been sent to the complainant. Team offered to meet complainant to further discuss their concerns.	Yes	Clare Powell, Community Engagement Manager
22	1800 IN	24/10/2015	2:00 AM	Grabben Gullen	Operation Complaints: Noise	Tom Frood	Noise Complaint	- Team explained noise monitoring showed noise of wind farm is within allowable limits. Team explained that the noise monitoring report had been accepted by the EPA. - Team offered to visit complainant to discuss and explain the operational noise monitoring that has been completed. This offer was declined. - Operational team directed to inspect nearby turbines	Yes	Tom Frood, Asset Manager
21	1800 IN	18/10/2015	9:00 PM	Grabben Gullen	Operation Complaints: Noise	Tom Frood	Noise Complaint	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Explained to complainant process for Operation Noise Compliance Testing. - Subsequently, Operational Noise Assessment report available publically. Offered to meet complainant to discuss content of report.	Yes	Tom Frood, Asset Manager
20	TEXT IN	2/07/2015	4:52 AM	Pomeroy	Operation Complaints: Noise	Tom Frood	Noise complaint regarding the night before	- Continued correspondence with complainant. - Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Operations team inspected relevant turbines. - Results of investigation communicated to complainant (including conditions and operation of turbines at time of complaint). - Explained to complainant process for Operation Noise Compliance Testing. - Offer to conduct additional noise monitoring at complainants property - Subsequently, Operational Noise Assessment report available publically. Offered to meet complainant to discuss content of report.	Yes	Tom Frood, Asset Manager

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19	Email IN	10/06/2015	2:00 PM	Bannister	Operation Complaints: Noise	Clare Powell	Noise complaint	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Explained to complainant process for Operation Noise Compliance Testing. - Subsequently, Operational Noise Assessment report available publically. Meet with complainant to discuss content of report.	Yes	Clare Powell, Community Engagement Manager
18	Letter IN	10/06/2015	4:49 PM	Goulburn	Operation Complaints: Noise	Tom Froud	Letter from Local Member to GRWF on behalf of complainant.	- Letter sent in response which addresses specific concerns raised in letter. - Informed Local Member GRWF were in active contact with complainant and are seeking a meeting. - Offered to meet Local Member to discuss concerns.	Yes	Tom Froud, Asset Manager
17	Project email IN	10/06/2015	10:33 AM	Bannister	Operation Complaints: Noise	Clare Powell	Concerns with noise and health issues	- Meet with complainant to discuss concerns. - Explained GRWF believe the windfarm noise is less than the prescribed limit in the Project Approval. - Explained to complainant process for Operation Noise Compliance Testing.	Yes	Tom Froud, Asset Manager
16	Email IN	21/05/2015	12:18 PM	Bannister	Operation Complaints: Noise, Operation Complaints: Shadow Flicker	Tom Froud	Email to Minister and others - noise, shadow flicker, Mod App.	- GRWF Senior Management meet with complainant to discuss concerns. - Additional noise monitoring arranged at complainants request.	Yes	Tom Froud, Asset Manager
15	Text IN	14/04/2015	4:31 PM	Pomeroy	Operation Complaints: Noise	Tom Froud	Noise complaint.	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Results of investigation communicated to complainant (including conditions and operation of turbines at time of complaint). - Explained to complainant process for Operation Noise Compliance Testing.	Yes	Tom Froud, Asset Manager
14	Text IN	8/04/2015	4:24 PM	Pomeroy	Operation Complaints: Noise	Tom Froud	Noise complaint	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Member of Operations Team attended area of complaint to investigated and listen to reported noise. - Results of investigation communicated to complainant (including conditions and operation of turbines at time of complaint). - Explained to complainant process for Operation Noise Compliance Testing.	Yes	Tom Froud, Asset Manager
13	Email IN	7/04/2015	10:15 AM	Bannister	Operation Complaints: Noise	Clare Powell	Noise Complaint - Substation and Pom1-5	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Results of investigation (possible yawing of the turbines, unlikely to cause increased noise would be above the levels outlined in the Development Approval) communicated to complainant. - Operations staff informed of complaint and will look to ensure no undue yawing noises are experienced in the area.	Yes	Clare Powell, Community Engagement Manager
12	Email IN	6/03/2015	9:25 AM	Bannister	Operation Complaints: Noise	Clare Powell	Noise complaint	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Operations team inspected relevant turbines. - Results of investigation communicated to complainant (including conditions and operation of turbines at time of complaint). - Explained to complainant process for Operation Noise Compliance Testing. - Offered to meet to discuss further.	Yes	Clare Powell, Community Engagement Manager
11	Project email IN	19/01/2015	12:18 PM	Bannister	Operation Complaints: Noise, Operation Complaints: Shadow Flicker	Clare Powell	Shadow Flicker Complaint and Noise.	- Meet with complainant to discuss concerns. - Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Results of investigation communicated to complainant. - Explained to complainant process for Operation Noise Compliance Testing.	Yes	Tom Froud, Asset Manager
10	Email IN	13/01/2015	4:00 PM	Pomeroy	Operation Complaints: Noise	Clare Powell	Noise complaint	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Results of investigation communicated to complainant (including conditions and operation of turbines at time of complaint). - Explained to complainant process for Operation Noise Compliance Testing.	Yes	Tom Froud, Asset Manager

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9	1800 IN	12/12/2014	10:17 AM	Grabben Gullen	Construction Complaints: Noise	Litsa Stavrakakis	Noise Complaint	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Explained to complainant process for Operation Noise Compliance Testing.	Yes	Clare Powell, Community Engagement Manager
8	Text IN	12/12/2014	6:44 AM	Pomeroy	Construction Complaints: Noise		Noise complaint	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint.	Yes	Clare Powell, Community Engagement Manager
7	Phone call IN	24/11/2014	5:20 PM	Pomeroy	Construction Complaints: Noise, Project Comments and Enquiries: Landscaping	Clare Powell	Noise Complaint	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Operations team inspected relevant turbines, and rectified issue found. - Results of investigation communicated to complainant (including conditions and operation of turbines at time of complaint).	Yes	Clare Powell, Community Engagement Manager
6	Email IN	24/11/2014	7:45 AM	Pomeroy	Construction Complaints: Noise	Litsa Stavrakakis	Noise complaint	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Operations team inspected relevant turbines, and rectified issue found. - Results of investigation communicated to complainant (including conditions and operation of turbines at time of complaint). - Explained to complainant process for Operation Noise Compliance Testing.	Yes	Clare Powell, Community Engagement Manager
5	Phone call OUT	17/11/2014	3:00 PM	Pomeroy	Construction Complaints: Noise	Clare Powell	Noise complaint	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Investigations ongoing while next complaint was received.	Yes	Clare Powell, Community Engagement Manager
4	Email IN	16/11/2014	3:03 PM	Pomeroy	Construction Complaints: Noise	Litsa Stavrakakis	Noise complaint	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Explained to complainant process for Operation Noise Compliance Testing. - Subsequently, Operational Noise Assessment report available publically. Offered to meet complainant to discuss content of report.	Yes	Clare Powell, Community Engagement Manager
3	Email IN	12/11/2014	3:34 PM	Bannister	Construction Complaints: Noise	Ronan Creedon	Noise complaint and request for update on noise investigation.	- Unable to investigate specific circumstances around complaint as no time or date was provided by complainant. - Update provided on noise compliance assessment process.	Yes	Clare Powell, Community Engagement Manager
2	Project email IN	28/10/2014	9:00 AM	Bannister	Construction Complaints: Noise	Clare Powell	Noise Complaint - BAN15 audible.	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Operations team inspected relevant turbines. - Results of investigation communicated to complainant (including conditions and operation of turbines at time of complaint). - Meet with complainant to further discuss concerns.	Yes	Tom Frood, Asset Manager
1	1800 IN	17/10/2014	11:45 PM	Grabben Gullen	Construction Complaints: Noise	Clare Powell	Noise Complaint	- Details of complaint passed to Technical Team for investigation of circumstance at the time of the complaint. - Operations team inspected relevant turbines. - Results of investigation communicated to complainant (including conditions and operation of turbines at the time) - Explained to complainant process for Operation Noise Compliance Testing.	Yes	Clare Powell, Community Engagement Manager