GULLEN RANGE WIND FARM Complaints Register:
Until 31st August 2026

GULLEN RANGE WIND FARM

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
BJCE-84	1800 IN	22/11/2021	22:23	Grabben Gullen	Noise complaint	Ian Lawrence	complainant reported excessive noise on previous evening	Analysis of of turbine data including performance, wind speed and direction shared with complainant. Reported to complainant that no faults detected which were likely to cause excessive or unusual noise. Results of comprehensive noise monitoring showing compliance with DA condition reported to complainant and complainant informed that no further action would be taken on this occasion. Complainant reminded that an offer was previously made to conduct noise monitoring at the property which would provide greater clarity regarding noise from Gullen Range and Biala wind farms and complainant encouraged to respond. Contact details provided for EPA, Office of Australian Energy Infrastructure Commissioner and NSW Department of Planning, Industry and Environment provided to enable escalation if required.
BJCE-83	Web form	21/11/2021	23:30	Grabben Gullen	Noise complaint	Ian Lawrence	complainant reported excessive on previous 2 nights	Details of complaint passed to assets team for investigation Analysis of of turbine data including performance, wind speed and direction shared with complainant. Reported to complainant that no faults detected which were likely to cause excessive or unusual noise. Results of comprehensive noise monitoring showing compliance with DA condition reported to complainant and complainant informed that no further action would be taken in this instance. Complainant reminded that an offer was previously made to conduct noise monitoring at the property which would provide greater clarity regrading noise from Gullen Range and Biala wind farms and complainant encouraged to respond. Contact details provided for EPA, Office of Australian Energy Infrastructure Commissioner and NSW Department of Planning, Industry and Environment provided to enable escalation if required.
BJCE-77	Phone Call IN	20/6/2021	21:44	Grabben Gullen	Noise complaint	Ian Lawrence	Complainant reported loud noise from wind farm	Additional information requested from complainant to pinpoint time of occurrence and description of noise heard. Initial details passed to asset management team for investigation. Complainant was advised that following investigation no faults or events could be detected that would explain unusual noise. Results from previous statutory noise monitoring demonstrating compliance with conditions were communicated to complainant. Acknowledgement given that the wind farm may be audible under certain conditions but no evidence found to suggest non-compliance. Complainant advised that the wind farm will continue to be monitored. Complainant encouraged to contact Office of Australian Energy Infrastructure Commissioner and provided with contact details. Contacts also provided for EPA and NSW Government.
BJCE-74	Email IN	13/5/2021	14:13	Grabben Gullen	Operation	Isabel Nelson	Complainant queried why not eligible for CLEP when neighbours are.	Explained to complainant that rules drawn up to ensure that CLEP was open to all properties in existence at date of DA approval. Further explained that take-up closely monitored and criteria could only be adjusted following careful review and consultation

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BJCE-71	1800 IN	17/3/2021	12:44 pm	Bannister	Operation Complaints: Noise	Elizabeth Picker	Complainant was concerned about a 'surging' noise coming from the direction of wind farm between approximately 11am and 1pm. The noise settled down after 1pm.	- The complainant was contacted within 2 hours of reporting the noise to discuss the noise complaint. The complainant provided information about the noise experienced. - Details of the complaint were passed to the technical team for investigation. The team reviewed the wind conditions on 17/03/2021, including the time(s) provided by the complainant. The technical team found no evidence that the turbines were noisier than normal, however, wind conditions had eased slightly at the the time the technical team investigated. - Results of technical team investigation were communicated to the complainant. - The complainant was informed that the team would continue to monitor the wind turbines for any unusual noises and if anything out of the ordinary was identified, they would be in contact. - As the 'surging' noise could not be identified and there was no evidence the turbines were noisier than normal, the complainant was informed that the complaint would be closed. The complainant was advised to contact the wind farm if they could hear the 'surging' noise again.
BJCE-69	1800 IN	18/2/2021	8:26 am	Grabben Gullen	Operation Complaints: Noise	Elizabeth Picker	Complainant was concerned about noise disruption from wind turbines, especially when there was wind blowing from an easterly direction, with cooler temperatures. Experiencing disturbance, including sleep disturbance on multiple occasions during and leading up to February and March. The noise was described as a 'constant rumbling' and 'pulsating'. Complainant requested double glazed windows on his house or the wind turbines to be shut down on nights with an easterly wind.	- The complainant was contacted to discuss the noise complaint. - Details of the complaint were passed to the technical team for investigation of the circumstances at the time of complaint. The team reviewed the wind conditions on the dates and times provided by the complainant. The technical team found no evidence that the turbines were noisier than normal. Results of technical team investigation were communicated to the complainant (including wind conditions and operation of turbines at the complaint times). - Explained to the complainant the process that has been completed for Operational Noise Compliance Testing when the wind farm first started operating. The team explained that this noise monitoring showed that the noise generated was within allowable limits. The monitoring report is available on the project website and the team offered to post a copy to the complainant. - The complainant was advised that the Project does not have a program that offers double glazed windows to residents to mitigate the effects of wind turbine noise. The Clean Energy Program provides grants that can be used to improve energy efficiency of resident's homes (which could include the installation of double glazed windows). However, the complainant has already benefitted from this program and multiple applications to the program are not possible under the current guidelines. -The complainant was informed that the team would continue to monitor the wind farm when easterly winds are blowing and if anything out of the ordinary was identified, they would be in contact. -The complainant was provided with the details of the National Wind Farm Commissioner, the NSW Department of Planning, Industry and Environment, and the Environmental Protection Authority.

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BJCE-63 (historical ID: 46)	1800 IN	2/7/2020	4:57 pm	Grabben Gullen	Operation Complaints: Noise	Leo Pearce	Noise Complaint	- Complainant reported that on a calm morning a woof woof noise can be heard from the direction of the wind farm. - The complainant was contacted to discuss the noise complaint. - The complainant explained that the woof woof noise hasn't changed since the commencement of operation, it is just annoying. - The complainant was advised that the wind farm had carried out noise compliance testing at the commencement of operation and this testing showed that the wind farm was compliant with noise requirements. However the service technicians would be requested to check the wind turbines. - Technical team found no evidence that the turbines were noisier than normal. - Complainant was advised of these outcomes.
BJCE-62 (historical ID: 45)	Email IN	2/6/2020	5:00 pm	Gunning	Operation Complaints: Noise	Leo Pearce	Noise Complaint	- Complainant reported a whirring noise coming from the direction of the wind farm. - The complainant was contacted to discuss the noise complaint. - 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. - Complainant was advised of these outcomes.
BJCE-61 (historical ID: 44)	Email IN	28/6/2019	4:21 pm	Grabben Gullen	Operation Complaints: Noise	Leo Pearce	Noise Complaint	- 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.

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BJCE-60 (historical ID: 43)	Phone Call IN	15/2/2019	9:15 pm	Grabben Gullen	Operation Complaints: Noise	Leo Pearce	Noise Complaint	- 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.
BJCE-59 (historical ID: 42)	Phone Call IN	17/9/2018	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.	- 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.

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BJCE-58 (historical ID: 41)	Phone Call IN	18/7/2018	9:15 am	Bannister	Operation Complaints - Traffic	Leo Pearce	Traffic complaint - Unsafe driving practices and concerns about road intersection	- 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.
BJCE-57 (historical ID: 40)	Phone Call IN	16/11/2017	5:00 am	Grabben Gullen	Operation Complaints: Noise	Derek Powell	Noise Complaint	- 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, National Wind Farm Commissioner and Environmental Protection Authority.
BJCE-56 (historical ID: 39)	Phone Call IN	11/5/2017	5:00 pm	Bannister	Operation Complaints - Traffic	Derek Powell	Traffic complaint - Unsafe driving practices & poor road condition	- 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.
BJCE-55 (historical ID: 38)	Face to face conversation	3/5/2017	7:30 pm	Bannister	Operation Complaints - Traffic	Derek Powell	Traffic complaint - Signage that was removed for turbine blade delivery has not been reinstated	- 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.

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BJCE-54 (historical ID: 37)	Face to face conversation	3/5/2017	6:00 pm	Bannister	Operation Complaints: Noise	Derek Powell	Noise Complaint	- 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, National Wind Farm Commissioner and Environmental Protection Authority.
BJCE-53 (historical ID: 36)	Phone Call IN	2/12/2016	2:56 pm	Grabben Gullen	Operation Complaints: Noise	Tim Mead	Noise Complaint	- 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.
BJCE-52 (historical ID: 35)	Email IN	25/8/2016	10:20 am	Bannister	Operation Complaints: Noise	Derek Powell	Noise Complaint	- 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.

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BJCE-49 (historical ID: 32)	1800 IN	7/3/2016	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	- 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.
BJCE-48 (historical ID: 31)	1800 IN	3/2/2016	5:36 pm	Bannister	Operation Complaints: Noise	Clare Powell	Noise Complaint	- 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.
BJCE-46 (historical ID: 29)	1800 IN	19/12/2015	9:06 pm	Grabben Gullen	Noise complaint	Clare Powell	Noise Complaint	- Team has called complainant back on three occasions and left a message to call back but the complainant has not been available.
BJCE-45 (historical ID: 28)	Conversation at event	1/12/2015	4:02 pm	Bannister	Operation Complaint: Substation lights	Clare Powell	Substation lights left on at night	- 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
BJCE-44 (historical ID: 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.
BJCE-43 (historical ID: 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.

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BJCE-42 (historical ID: 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
BJCE-41 (historical ID: 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
BJCE-40 (historical ID: 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.
BJCE-39 (historical ID: 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
BJCE-38 (historical ID: 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.

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BJCE-37 (historical ID: 20)	TEXT IN	2/7/2015	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.
BJCE-36 (historical ID: 19)	Email IN	10/6/2015	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.
BJCE-35 (historical ID: 18)	Letter IN	10/6/2015	4:49 pm	Goulburn	Operation Complaints: Noise	Tom Frood	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.
BJCE-34 (historical ID: 17)	Project email IN	10/6/2015	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.
BJCE-33 (historical ID: 16)	Email IN	21/5/2015	12:18 pm	Bannister	Operation Complaints: Noise, Operation Complaints: Shadow Flicker	Tom Frood	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.
BJCE-32 (historical ID: 15)	Text IN	14/4/2015	4:31 pm	Pomeroy	Operation Complaints: Noise	Tom Frood	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.

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BJCE-31 (historical ID: 14)	Text IN	8/4/2015	4:24 pm	Pomeroy	Operation Complaints: Noise	Tom Frood	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.
BJCE-30 (historical ID: 13)	Email IN	7/4/2015	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.
BJCE-29 (historical ID: 12)	Email IN	6/3/2015	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.
BJCE-28 (historical ID: 11)	Project email IN	19/1/2015	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.
BJCE-27 (historical ID: 10)	Email IN	13/1/2015	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.
BJCE-26 (historical ID: 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.
BJCE-25 (historical ID: 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.

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BJCE-24 (historical ID: 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).
BJCE-23 (historical ID: 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.
BJCE-22 (historical ID: 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.
BJCE-21 (historical ID: 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.
BJCE-20 (historical ID: 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.
BJCE-19 (historical ID: 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.
BJCE-18 (historical ID: 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.