

ID	Method of Contact	Complaint Date	Complaint Time	Nature of Complaint	Team Member Receiving Complaint	Details of Complaint	Action taken by Biala Wind Farm	Is Complaint considered closed	Sign off for closure
4	Phone Call IN	5/12/2019	11:13 AM	Construction Complaints - Dust	Elizabeth Picker	-Complainant concerned about dust from construction works. During subsequent discussions also concerned about noise and damage to one of their fences	- Site was inspected for dust. Two water carts were in operation. Although some dust was being generated, no dust was observed leaving the project boundary. - Complainant was contacted to collect further information about the complaint. Advised complainant that onsite staff had undertaken an inspection in response to the complaint and shared their observations. - Offered to meet the complainant to further discuss concerns.	No	
3	Email IN	24/11/2019	9:30 AM	Construction Complaints - Work hours	Robbie Williamson	- Complainant reported the works on installing the underground transmission line between Biala Wind Farm and Gullen Range Wind Farm substation had been undertaken out of hours specified in the relevant conditions of consent. - Large machinery was being used on neighbours land on Saturday after 1pm and on Sunday	- Responded by email to explain that Council had agreed that extended working hours could be utilised by the contractors provided certain conditions were in place - including that neighbours who may be impacted were consulted beforehand. - Investigated whether adequate consultation had been undertaken, in conjunction with input from the complainant. - Committed that BWF electrical contractor would communicate directly with complainant to advise of out of hours work on the transmission line. - BWF electrical contractor's Project Manager spoke directly with complainant on the phone to discuss how consultation could be undertaken going forwards. - BWF discussed the complaint and the remedial actions taken with Council. - Consultation with the complainant remains ongoing throughout construction. - Complainant was advised of the above outcomes.	No	
2	Phone Call IN	27/09/2019	3:15 PM	Construction Complaints - Range Road roadworks	Elizabeth Picker	The complainant reported that a bitumen truck was dumping excess bitumen by the roadside of Wheeo Road	- Investigated whether the truck was from Range Road roadworks. It was confirmed that it was. Contacted complainant and confirmed this was the case. - Requested Contractor provide an incident report and liaise with Council regarding the incident. - Operator was cleaning the bitumen sprays which is a standard practice. Quantity of bitumen was found to be very small. Location was in a former Council stockpiling area. The Contractor agreed with Council that no further action was required, but that any subsequent cleaning of the bitumen sprays should occur inside the site or back at the Contractor's depot. - Attempted to contact the complainant to discuss the outcomes but was unable to make contact by phone or email. - Complainant was advised of the above outcomes in writing and the complaint was closed in accordance with the complaints handling procedure.	Yes	Tim Mead
1	Phone Call IN	29/04/2019	5.00 PM	Construction Complaints - STEM Industry School Partnership program (SISP)	Derek Powell	The complainant reported that a photo published in a newsletter should not have been used without his permission.	- Complainant reported that consent was not given for a photograph which had been published in a Biala newsletter. - The photo and newsletter was immediately removed from our website. - The photo has been provided by the coordinator of the SISP program and they had assured us in writing that all necessary permissions had been obtained. - We contacted the SISP program coordinator and advised them of the complaint. We organised for the coordinator to call the complainant. - Advised the complainant of this and arranged for the SISP program coordinator to contact the complainant - The team followed up with the SISP coordinator to make sure they had promptly contacted the complainant.	Yes	Derek Powell