

Bango Wind Farm - Complaints Register – October 2020

As of November 2<sup>nd</sup> 2020, the below complaints have been received via:

Project complaints line – 1300 634 865 / email – [info@bangowindfarm.com.au](mailto:info@bangowindfarm.com.au) / -or- / mail – PO Box 731 Jamison Centre ACT 2614.

ID	Date	Received by	Method	Nature	Action taken	Date of Action	Status
BAN126	16.01.2020	LD Community Engagement	E-mail	Concern re visuals from home @ distance of 4.3km	This matter had been addressed Oct/Nov 2018 by K Old. On advice from J Post - reiterated information provided by K Old as it was still relevant/accurate.	16.01.2020	Ongoing – 24.01.2020
Anon	23.06.2020	LD Community Engagement	1300 phone	<i>“Bango Projects – contractors that travelling up the Lachlan Valley and they are driving really dangerously – overtaking risks to – like cowboys”</i>	Anonymous call – no details left. Unable to respond to caller.  Indicative advice provided to Downer by CWP	24.06.2020	
SafeWork NSW	15.05.2020	CWPAM Canberra Office	Letter	Inadequate noise and dust controls	CWP notified contractors of letter.		Addressed
DS-N’br	19.07.2020	MM LD	1300 phone & LD phone	Noise complaint - Sunday and lots of hammering noise	Matter addressed with contractors DS advised	20.07.2020	Addressed
RV – N’br	19.07.2020	MM	1300 phone	Noise complaint - Sunday sounds like blasting noise	Matter addressed with contractors RV advised – not blasting	20.07.2020	Addressed
BAN126	20.07.2020	LD	Email	Unhappy with current vehicle movements along Lachlan Valley Way	Complaint noted	20.07.21	Noted
	20.07.2020	MM	Phone Call	National Windfarm Commissioner Representative	Called to discuss noise complaint and about works being undertaken over weekend. Confirmed details sent to Resident involved and emailed same information to representative	20.07.2020	Addressed

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BAN126	03.10.2020	LD	E-mail	Noise from traffic movement along LVW making it difficult to sleep – esp at 1:00am.	Advised complainant of the TMP (on project website); that BWF undertakes works in accordance with TMP and conditions of the project approvals, including allowed hours of operation. Offered to meet with complainant to discuss further. Offer rejected by complainant	06.10.2020	Noted
	02.11.2020	LD	1300 phone	Unhappy with visibility of turbines from property; unhappy with traffic movement on Lachlan Valley Way; unhappy with after-hours works on site	MM & LD visited complainant. Letter to complainant outlining BWF compliance with approvals related to complaints.	Visit – 06.11.2020 Letter – 11.11.2020	Addressed
	17.11.2020	MM & LD	Email info@Bango	Truck drivers for wind farm disrespecting road rules and other road users	MM advised contractors of complaint requesting they re-enforce with all contractors/sub-contractors need to respect other road users. LD advised complainant matter is being addressed as above	18.11.2020	Addressed