

ID	Date	Person receiving complaint	Method of Complaint	Nature of Call	Description	Corrective Action Taken	Date of Action	Status
114	5/01/2021	CWP	Phone	Local Landowner	Responding to Track rehab meeting	Not needed	30/01/21	Closed
115	5/01/2021	CWP	Phone	Local Landowner	Responding to Track rehab meeting and letter received.	Following up with Management regarding correspondence	5/01/2021	Closed
116	7/01/2021	CWP	Phone	Neighbour	calling to inquire about accessing poles from Transgrid	Passed query onto TG to respond	7/01/2021	Closed
117	7/01/2021	CWP	Phone	Local Landowner	Landowner calling about management plan for access road on his property. Also to discuss previous meeting and letter response.	Discussed issue further with Manager and Contractor to ascertain response	8/01/2021	Closed
118	14/01/2021	CWP	Email	Neighbour	Email received regarding a 'whirring' noise query during night and early morning.	Email forwarded onto Environment Technical Advisor - looking into what WTGs were working during the night of the complaint, wind directions etc.	15/01/2021	Closed
119	14/01/2021	CWP	Email	Neighbour	Email received with an image taken of a phone App sound recording of whirring noise.	Email forwarded onto Environment Technical Officer.	15/01/2021	Closed
120	22/01/2021	CWP	Email	Neighbour	Email received with an image taken of a phone App sound recording of whirring noise.	Email forwarded onto Environment Technical Officer.	22/01/2021	Closed
121	22/01/2021	CWP	Phone	Local Landowner	Call in regard to organising meeting and rehabilitation	organised meeting times and rehab update	22/01/2021	Closed
122	27/01/2021	CWP	Email	Community Program Manager	Email - touching base and requesting a CWPR logo for promoting the company and wind farm.	Passed on Logo.	27/01/2021	Closed
123	28/01/2021	CWP	Email	Neighbour	request for Neighbour's email complaints are listed in the complaints register. Month and complaint number.	Responded that complaints register gets updated in early February. Currently assessing complaints registers.	29/01/2021	Closed
124	29/01/2021	CWP	Email	Neighbour	Requesting all Neighbours complaints to be sent and numbered. Also inquiring on when the noise testing will commence.	Gaining information from Construction and Operations Teams to respond accurately. Currently compiling complaints request to Neighbour.	29/01/2021	Closed
125	4/02/2021	CWP	Phone	Local Landowner	Received phone call regarding their earlier correspondence and requesting response.	This request was followed up and responded to.	4/02/21	Closed
126	9/02/2021	CWP	Phone	Neighbour	Reported hearing whirring noise throughout the night and expected it to be from the wind farm.	Responded with statement that Crudine Ridge Wind Farm are required to perform Noise Testing, in accordance to Condition 13 of Schedule 3, of SSD6697, in which testing is to be undertaken within three months of commencement of operations and not during commissioning.	11/02/2021	Closed
127	9/02/2021	CWP	Phone	Landowner	Received a call from a local Landowner inquiring to his recent correspondence sent.	Passed query to Management and responded accordingly	9/02/2021	Closed
128	9/02/2021	CWP	Phone	Local Landowner	Landowner calling about fencing that needed to be strained and that sheep were missing	Discussed issue with GEZ immediately and they responded to issue	9/02/2021	Closed
129	15/02/2021	CWP	Phone	Local Landowner	A call regarding communications and meeting at LO property to discuss rehab	Responded with timeframe and suggested meetings and solutions	15/02/2021	Closed
130	16/02/2021	CWP	Email	Local Landowner	Received phone call regarding their earlier correspondence	Responded by contacting Management to see if response was completed or by when it would be sent.	16/01/2021	Closed
131	19/02/2021	CWP	Email	Local Landowner	Call to say he was unhappy regarding CWP response to his prior correspondence.	CWP Officer passed on information to the Management.	19/02/2021	Closed
132	22/02/2021	CWP	Email	Neighbour	Email response regarding noise monitoring information sent prior	No response necessary		Closed
133	23/02/2021	CWP	Email	Neighbour	Requiring distances from WTGs to Boundary fence.	Transferred request to Operations Management to respond to query.	23/02/2021	Open
134	26/02/2021	CWP	Email	Landowner	Email sent to Manager in regard to being unhappy for overhead transmission line construction and environmental disturbances.	Issues discussed with Management teams and possible resolutions will be offered.	26/02/2021	Open
135	1/03/2021	CWP	Phone	Local Landowner	Request regarding fencing on the property.	Discussed with GEZ and Management.	9/02/2021	Open
136	2/03/2021	CWP	Mail	DPIE	Letter to notify us that neighbour had queried compliance regarding residence status in regards to the wind farm. Also compliance in regards to noise mitigation.	CWPR provided all that was required to DPIE.	22/03/2021	Closed
137	4/03/2021	CWP	In Person	Local Landowner	Sediment control issue - need to fix. Geo fibre on property and can get into wool	Discussed with GEZ to find solutions to sediment control and to remove Geo fibre ASAP	4/03/2021	Closed
138	8/03/2021	CWP	Phone	Hargraves School	Called to discuss school visit to Crudine Ridge Wind Farm on March 10.	Organised site visit for Hargraves School	10/03/2021	Closed
139	8/03/2021	CWP	Mail	Legal Firm	A letter from law firm acting on behalf of property owners in the vicinity of the wind farm, stating that their property has reduced in value due to wind turbines being in their view.	CWP to respond as required.	8/03/2021	Open
140	11/03/2021	CWP	Mail	School Students	Students wrote to say thank-you for their recent visit which they all stated they learnt so much information about the wind farm and enjoyed the visit very much	Responded to each student individually thank them for the feedback.	11/03/2021	Closed
141	15/03/2021	CWP	Email	Neighbour	Email stating they could hear the wind turbines from her residence.	Issues discussed with Management teams and possible resolutions will be offered.	15/03/2021	Open
142	18/03/2021	CWP	Phone	Landowner	Called to discuss whether culverts were being replaced along APR close to the wind farm entrance.	Responded that they are to be replaced or upgraded.	18/03/2021	Closed
143	18/03/2021	CWP	Phone	Local Landowner	Called to say that recent rain was causing severe washaways beside Bombandi Road. He also wanted to mention his mobile reception has deteriorated along with his TV reception.	Issues were passed onto Management and the issues regarding mobile and TV reception deterioration was sent onto TransGrid. Awaiting on a reply. Washaways to be rectified when completing rehabilitation.	18/03/2021	Open
144	18/03/2021	CWP	Phone	Max Potential Manager	Thanked us for the recent visit to the wind farm. Also sent on the first report of the Max Potential program 2021 in which Operations Manager is taking part as a Coach.	responded with thanks	18/03/2021	Closed
145	24/03/2021	CWP	Phone	Ilford Volunteer Rescue Service	The Ilford Volunteer Emergency Services want to undertake training at the wind farm.	CWP to respond as required and organise date for training	24/03/2021	Open
146	29/03/2021	CWP	In Person	Neighbour	Presented at the O&M building to discuss that there were trespasses on his property shooting goats.	Information was reported and responded to.	29/03/2021	Closed
147	29/03/2021	CWP	Phone	Landowner	Personnell from the ARDG managed quarry came to inspect the quarry without letting them know in advance and they were unable to attend inspection. Wanting us to follow up with them to discuss issues.	Issues discussed with Contractors and possible resolutions to be discussed.	29/03/2021	Open