

ID	Date	Person receiving complaint	Method of Complaint	Nature of Call	Description	Corrective Action Taken	Date of Action	Status
1	11/08/18	GEZ	Phone	General complaint about renewables	The caller had verbally abused Staff member, accusing him of contributing to Australia future demise by building another Wind farm in Australia the caller continued with further abuse and hung up.	CWP notified	11/08/18	Closed
2	11/08/18	GEZ	Phone	ARP	Silver Prado did not supply name or contact number when asked. Older man spoke to GEZ Surveyor on APR, who sent him to meet GEZ staff at highway intersection. Older man said he lived at the other end of APR, said clearing about to start was disgraceful and not to DA as the windfarm changed design after and increased blade size. Kept mentioning DOWNER REX as the original development team. GEZ offered a CWP contact as the developer, however he said it was not worth talking to them. He attends community meetings. Said he understands we have a job to do but the developers have no integrity.	CWP notified	11/08/18	Closed
3	15/08/18	GEZ	In Person	General information	One of the public stopped at clearing crew to advise that on their way home from work at 1.30am in the morning, a white ute was pulled up at their machinery on APR. Contractor reported no damage to vehicles but footage, as they have security cameras on machines	Contractor notified	15/08/18	Closed
4	16/08/18	CWP	In Person	Compliance visit	Chris Schultz site visit to address community complaints with regards to clearing works underway (excessive clearing). Met with complainant at 10am, met with GEZ/CWP representatives at 11am. Continued site inspections / photos from 12pm - 1pm.	GEZ to assist CWP in assessment of project clearing limits CWP to respond to the DPE concerns and queries	27/08/18	Closed
5	21/08/18	GEZ	Phone	Council receiving complaints APR	Mid-western Regional Council called regarding the state of the road that is being upgraded. Apparently council has been receiving some complaints and she wanted to talk through them with GEZ.	Install ERSED controls and general housekeeping of carriageway	23/08/18	Closed
6	26/08/18	GEZ	Phone	Surveyors marks	Landholder very disappointed to find that the surveyors have painted our gate posts with "PM" in pink paint. They understood the "PM" is for the permanent marker which is near-by the gate post. Landholder would appreciate that more care is taken with our private property. Requested that the paint be removed from the pole and have it back to the original state and just not painted over with black paint. They requested it be done within the week.	GEZ to arrange to have the paint removed from the fence post	31/08/18	Closed
7	13/09/18	CWP	Phone	APR clearing	Need to understand the extent of planned tree removal and the trees that have been identified for removal	Meeting with complainant 21/9/18 to show the cadastral map with the design clearing limits at the design stage and GEZ current design map. Both maps show no clearing will be required on their property	21/09/18	Closed

8	28/09/18	CWP	Phone	APR clearing	<p>With the increase of heavy vehicle traffic on Aarons Pass, there have been a number of incidents where heavy vehicles such as empty low loaders returning to their bases are tending not to allow for ongoing traffic to pass safely especially on the blind bends or narrow parts of the road as a result in near misses.</p> <p>I would appreciate if you could contact your site management to warn vehicle drivers to take more care in slowing down and be aware of potential oncoming traffic when approaching these bends and narrower parts of the road</p>	<p>This has been identified as a potential hazard , GEZ have installed GEZ “Go Slow Zones” on all blind corners, hazardous sections and outside landowner houses, limiting our project personnel to 40 kph. Additional signage advising all mobile plant travelling on AP Road, and all road works on AP Road, to use UHF Channel 20 have been installed. There are 18 additional heavy vehicle call-up points along AP Road. GEZ will initiate additional focus on site access compliance over the next week through our prestart and toolbox meetings.</p>	29/09/18	Closed
9	22/10/18	CWP	Phone	Use of Sally's Flat Road	<p>Complaint of significant movements of heavy vehicles with escorts including dozers, crushers and cranes along Sally's Flat Road.</p>	<p>Raised in Thursday 25 October Toolbox, no unauthorised use of Sally's Flat road, a register has been created to track any usage, Senior management approval is to be sought prior to using this road. The vehicles in question ere associated with the crusher for the offsite quarry and is not a standing approval for all oversize vehicles. Any over dimensional or over mass vehicle will require it's own heavy vehicle permit to travel on MWRC road network.</p>	25/10/18	Closed
10	23/10/18	GEZ	Phone	Dust Sally Falt Road	<p>Excessive dust on Sally's Flat road and have requested some water supression at his residence</p>	<p>GEZ has arranged for water carts to conduct water supression.</p>	23/10/18	Closed
11	26/10/18	GEZ	Phone	APR Driving	<p>Member of public was almost in a Head-on collision with work truck, needing to have a chat about this, please call mid western regional council ASAP</p>	<p>LV escorts for all HV movements</p>	29/10/18	Closed
12	29/10/18	CWP	Phone	Dust	<p>Landholder called the 1300 number to advise there is a huge dust problem, the haze of dust is unbearable.</p>	<p>GEZ has arranged for water carts to conduct water supression.</p>	30/10/18	Closed
13	29/10/18	CWP	Phone	Dust Sally Falt Road	<p>Landholder on Sally Flat Rd has complained that the dust is that bad they can't hang their washing out, and her father who is an asthmatic is being affected by the dust.</p> <p>They have called the Council General Manager and DPE about the dust and alleged 50 + vehicles using Sally Flat Road on any one day.</p> <p>Landholder's neighbour has video footage and said they would see if they can provide vehicle identification.</p> <p>During our phone call, a medium ridge water cart went past her house with yellow stickers.</p> <p>Landholder also mentions vehicles doing 100km per hour.</p>	<p>GEZ confirmed that none of their water carts were in the area on the day in question.</p> <p>One silver rigid fuel truck has travelled the road today at 11:45am,</p> <p>With regards to LV movements, we aren't tracking these however could approximate 7x GEZ vehicle return movements today. We regularly toolbox / prestart our team on driving behaviour / minimising dust on the interfacing public roads – would be surprised if our project personnel are travelling at excessive speeds, will investigate this further.</p> <p>GEZ are reinforcing at daily prestarts that no project employees or subcontractors are to travel on Sally's Flat Road unless for access from your residence or have project approval.</p>	30/10/18	Closed
14	29/10/18	CWP	Phone	Dust Sally Falt Road	<p>Too much dust, please call back regarding complaint</p> <ul style="list-style-type: none"> <li>• Dust and speed on Sally Flat road, A Grey dual cab ute with a yellow sign and black writing was travelling on the wrong side of the road and nearly wiped out the car behind them.</li> <li>• Landholder advised they would be lodging a formal complaint</li> </ul>	<p>GEZ keeping a vehicle log</p>	30/10/18	Closed

15	29/10/18	CWP	Phone	Traffic Sallys Flat Road	<p>Complaint- traffic on Sally's Flat Rd.</p> <p>Landholder commented that just know 3 x 4WD just went pass at speeds over 80km and had ZEN on the vehicles.</p> <p>Landholder requested dust suppression 500m either side of residence</p>	<p>GEZ advised that SFR vehicle movements are at a minimum, would approximate 3 or 4 LVs during the course of a given day. Dust suppression would be implemented through adoption of lowering speed around residences.</p> <p>Situation to be mmonitored</p> <p>Driver behaviour and particularly etiquette on the sensitive public roads has been drummed into staff daily prestarts and multiple toolbox talks, with the collective attitude from the crews in support of our messages. Will ensure to continue addressing at our prestarts</p>	8/11/18	Closed
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