BOCO ROCK WIND FARM - Stage 1

Community Complaints Register 2018 - present

This Community Complaints Register was last updated on 1 October 2026.

ID	Date	Method of Complaint	Nature of Complaint	Response and Action Taken	Status
1	05/05/2018	Phone	Require Further Information - Details of Planning Conditions	Community fund call	Closed
2	10/05/2018	Phone	Require Further Information - Other	AW to call back, sky light enquiry	Closed
3	14/05/2018	Declined	Declined	No action taken	Closed
4	15/05/2018	Phone	Accident/Incident - Personal Injury	No action taken	Closed
5	21/05/2018	Email	Require Further Information - Other	AW to call back / Cooma high school project	Closed
6	25/05/2018	Phone	Declined	No action taken	Closed
7	07/06/18	Phone	Enquiry about Brushes	Called and gave them GE contact details	Closed
8	11/06/18	N/A	Accident/Incident - Fuel Spill	No action taken	Closed
9	21/06/18	Phone	Require Further Information - Other	Called and gave them GE contact details	Closed
10	27/06/18	Phone	Require Further Information - Other	Forklift invoice for GE. Sent to GE	Closed
11	02/07/18	Phone	Require Further Information - Other	No action taken	Closed
12	10/07/18	Phone	Require Further Information - Other	Shipment ready for pickup	Closed
13	13/07/2018	Phone	Require Further Information - Other	No action taken	Closed
14	19/07/18	Phone	Require Further Information - Other	Council matters	Closed
15	23/07/18	Phone	Require Further Information - Other	GE matters	Closed
16	26/07/18	Phone	Require Further Information - Site Visit	Visit organised	Closed
17	30/07/18	Phone	Require Further Information - Other	No action taken	Closed

ID	Date	Method of Complaint	Nature of Complaint	Response and Action Taken	Status
18	07/08/18	Phone	Require Further Information - Other	Site Visit	Closed
19	08/08/18	Phone	Overdue invoice	Forward to Accounts	Closed
20	10/08/18	Phone	Require Further Information - Other	No action taken	Closed
21	14/08/18	Phone	Overdue invoice	Forward to Accounts	Closed
22	07/09/18	Phone	Require Further Information - Other	CMS enquiry	Closed
23	07/09/18	Phone	Require Further Information - Other	CMS Enquiry	Closed
24	21/09/18	Phone	Making a Complaint - Dust	No action taken	Closed
25	21/09/18	Phone	Require Further Information - Other	Called and no action required	Closed
26	10/10/18	Phone	Accident/Incident - Personal Injury	Called and no action required	Closed
27	15/10/18	Phone	Making a Complaint - Dust	Called and no action required	Closed
28	01/11/18	Phone	Making a Complaint - other	No action taken	Closed
29	12/11/18	Phone	Making a Complaint - other	Called back, sales call	Closed
30	12/11/18	Phone	Making a Complaint - other	Called back, sales call	Closed
31	21/11/18	Phone	Making a Complaint - other	Called back, sales call	Closed
32	22/11/18	Phone	Require Further Information - Other	Called back, looking for work	Closed
33	28/11/18	Phone	Require Further Information - Other	Called back, forwarded to Newcastle office	Closed
34	03/12/18	Phone	one of the propellor/turbines is on the road	Called back, no idea what he was talking about	Closed
35	05/12/18	Phone	Require Further Information - Site Visit	Left message	Closed
36	12/12/18	Phone	Require Further Information - Other	Info on photo uses	Closed
37	21/12/18	Phone	Looking for brad	forwarded to brad	Closed
38	07/01/19	Phone	Require info	No action taken	Closed
39	08/01/19	Phone	Require info	No action taken	Closed
40	17/01/19	Phone	Site visit	Booked	Closed

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41	24/01/19	Phone	Require info	No action taken	Closed
42	26/01/19	Phone	Require Info	No action taken	Closed
43	11/02/19	Phone	Require Info	Site Visit	Closed
44	25/02/19	Phone	Site Visit	Booked	Closed
45	13/03/19	Phone	Require info	No action taken	Closed
46	15/03/19	Phone	Training	No action taken	Closed
47	21/03/19	Phone	Trade Supply	No action taken	Closed
48	20/05/19	Phone	Employment	Passed to GE	Closed
49	14/06/19	Phone	Returned call no answer	No action taken	Closed
50	08/07/19	Phone	Site visit	Booked tour	Closed
51	12/09/19	Phone	Site visit	Booked	Closed
52	02/10/19	Phone	Site visit	Booked	Closed
53	25/02/20	Phone	Complaint	No Answer	Closed
54	03/02/22	Phone	Identified cattle grids requiring cleaning due to soil accumulation.	Meet with Landowner to complete an inspection together so we can confirm locations and extent of issues. Grids were cleaned out.	Closed
55	11/10/22	Phone	Complaint around open gates within specific site areas	Communicated issues to all site personnel and action plan put in place to escort any site staff or contractors that are not familiar with the site around site	Closed
56	03/02/23	Email	Complaint around the apparent delay in legal proceedings for a land sale	2 days after the complaint, the land sale was settled.	Closed
57	26/04/24	Email	Complainant has expressed concern over the Charter for the fund. The Charter was modified to represent the new State Approval.	SQE sent a letter to the council expressing the concerns on the way the Charter was marketed. The complainant was satisfied with this approach.	Closed

ID	Date	Method of Complaint	Nature of Complaint	Response and Action Taken	Status
00150	02/05/25	Email	Complainant has expressed concern over the funding area for the BRWF Community Fund to the new proponent (Tilt Renewables).	Tilt Renewables discussed stakeholder's concerns about the funding area for the BRWF Community Fund. Tilt Renewables passed on concerns to fund governance officer.	Closed