

## Project Complaints Register

Project Name: **Suntop Solar Farm**

Project Ref:

Enquiry No	Received		Registered Via	Referred to	Details of complaint	Type	Works	Response to Complaint	Time of Verbal Response	Written Response (within 7 days)
	Date	Time								
1	13/08/20		email to CS	BS	Stock water disruptions by damage to reticulation system running across Suntop site (multiple occurrences between 13/08 and present)			BYCA are working with complainant to ensure any water strikes are repaired as soon as notified / aware of the issue		Ongoing matter. Multiple occurrences through construction period
2	7/10/20		Office	FG	Dust out side site			Not BYCA. This is from the Quarry. Quarry Owner Notified	Complainant advised directly	NA
3	7/10/20		Office	FG	Road degradation			Not BYCA Works. Transgrid	Complainant advised directly	NA
4	9/11/20		email to CS	BS	Concern over all weather access road across dam being fenced in to solar farm			Project agreed to cover cost for alternative all weather access further to the west		NA
5	12/01/20		email to CS	BS	Complainant enquiring on the lack of consultation process for landscaping plan / screening requirements on western boundary			Consultant visited the property on the western boundary and found the residence vacant. Consultant left a note to contact the project. Consultant erroneously assumed that the Complainant as registered at the address had been consulted when it was another family of the same name which was consulted.		NA
6	23/02/21		email to CS	BS	Trucks driving on Suntop Road during school bus times in contravention of TMP			The DC does not restrict delivery during school bus hours however as a safety principle this is enforced by the project. Contractor undertook and investigation of delivery arrival times, identifying the responsible logistics company. Delivery regulations have been enforced by the contractor and logistics companies are aware of the need to control deliveries during this time		
7	5/03/21	10am	Gate 1	FG	Truck driving unsafely on Suntop Road					
8	31/05/21		email to Contractor	FG	Project vehicles parking at Orana Mall in Dubbo			Contractor completed an inspection at the mall to determine if vehicles were being parked. Could not find any evidence		
9	11/06/21		email to CS	BS	Project vehicles parking along Maughan and Arthur Street, Wellington. This is a disruption to local business			Contractor addressed this with the workforce and requested vehicles are parked on site or, if required in Wellington in a manner that does not impact on business. No further complaint received to date		

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10	30/06/21	1800	SMS		Unsafe driving conditions when vehicles are travelling to & from site. Neighbour claims numerous times he has been pushed off the road when approaching traffic on Suntop Rd.					
11	1/02/21		email to CS		Concentration of water flows and sediment moving on to adjoining paddock from site			CS discussing with complainant. Independent hydrology assessment to be conducted. BYCA are implementing remedial measures		
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