BANGO WIND FARM – COMMUNITY COMPLAINTS REGISTER

This Community Complaints Register was last updated on **2 November 2026**.

ID	Date	Method of Complaint	Nature of Complaint	Response and Action Taken	Status
1	16.01.2020	Email	Concern re visuals from home @ distance of 4.3 km.	This matter had been addressed Oct/Nov 2018 by CWPR personnel. Advice previously provided to the complainant was reiterated as it was still relevant/ accurate.	Closed
2	23.06.2020	Phone	"Bango Projects – contractors that travelling up the Lachlan Valley and they are driving really dangerously – overtaking risks too – like cowboys".	Anonymous call – no contact details left. Unable to respond to caller. Indicative advice provided to the construction contractors by CWPR. 24.06.2021.	Closed
3	15.05.2020	Letter	A letter from SafeWork NSW, alleging inadequate noise and dust controls on the site.	CWPR notified the construction contractors of the letter.	Closed
4	19.07.2020	Phone	Noise complaint – works on Sunday and lots of hammering noise.	Construction contractors were advised of the complaint and rock hammering work was immediately stopped. Complainant was contacted to apologise for the noise impact and to advise of the action taken.	Closed
5	19.07.2020	Phone	Noise complaint – works on Sunday sounds like blasting noise.	Complainant was contacted and advised that no blasting was occurring on site. Complaint was addressed with the construction contractors - some civil works were ceased to minimise noise emissions.	Closed
6	20.07.2020	Email	Unhappy with current vehicle movements along Lachlan Valley Way	Complaint noted.	Noted

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7	20.07.2020	Phone	National Wind Farm Commissioner (NWFC) Representative contacted the project to discuss noise complaints made on 19.07.2021.	Called to discuss noise complaint and about works being undertaken over weekend. Confirmed details sent to Resident involved and emailed same information to NWFC representative.	Closed
8	03.10.2020	Email	Noise from traffic movement on Lachlan Valley Way making it difficult to sleep, especially 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.	Closed
9	02.11.2020	Phone	Complainant is unhappy with the visibility of turbines from property; unhappy with traffic movement on Lachlan Valley Way; unhappy with after-hours work on site.	CWPR personnel visited the complainant on 6.11.2021, and a letter was issued to the complainant on 11.11.2021 outlining BWF compliance with the approvals related to complaints.	Closed
10	17.11.2020	Email	Truck drivers for wind farm disrespecting road rules and other road users.	CWPR advised the construction contractors of the complaint and requested that they reinforce with all contractors/ sub-contractors the need to respect other road users. The BWF community engagement officer advised the complainant that the matter was being addressed.	Closed
11	03.06.2021	Email	Seeking compensation for visual impact of wind turbines.	The complainant was contacted on 29.06.2021 and advised that their residence is approximately 6.1 km from the nearest turbine and therefore 2.1 km outside range to be eligible for visual mitigation or compensation.	Closed
12	06.05.2022	Email	Neighbour made a complaint about a group email that was distributed to a number of recipients by CC, and not by BCC, resulting in the email address being shared.	The BWF Community Engagement Officer emailed the complainant immediately apologising for the mistake and assuring it will not happen again. The Community Engagement Officer also issued an email to all recipients (BCC) apologising for the mistake and assuring it will not happen again.	Closed

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13	05.08.2022	Phone	Concerns with noise of machines and aviation lights at night	BWF Representative called complainant to discuss concerns as not detailed in message left on 1300 service. Person enquired about noise of machines and when noise monitoring would be undertaken. BWF Representative advised that noise monitoring is planned to commence within 3 months of the Project becoming operational as per the project conditions. Person noting Western Cluster already complete. Noted by BWF Representative but reiterated the Project Condition requirement. Person noted concerns with Aviation lights. BWF Representative noted these are reduced candelas and installed as per project conditions. Person noted her research indicated that the lights can be turned off once structure is registered. BWF Representative advised wasn't aware of this but would appreciate any supporting information to be forwarded onto CWPR for consideration. BWF Representative again noted we are currently working on the advice we have from the relevant authority on the matter. The complainant has been provided with the Operational Noise Compliance testing, and final report deeming BWF in compliance with operational noise requirements.	Closed
14	28.08.22	Email	Dissatisfaction with visibility of turbines from their house. Seeking extensive visual & noise mitigation measures. It is noted that a meeting had been held previously between the landholder and BWF (July 2022) regarding visual mitigation request, however no visual mitigation has been provided by BWF yet.	The complaint was discussed by the BWF management team. BWF replied to the complainant noting that the complaint would be formally recorded and requested more specific information re noise issues. Options for visual mitigation measures were suggested – planning for the visual mitigation is underway in consultation with the landowner. A site visit was undertaken in July 2022. A further site inspection was completed with Landscape Architects in November 2022. Information was gathered to inform the preparation of a Visual Mitigation Plan. The Visual Mitigation Plan has since been prepared in consultation with the landowner and has been finalised. An agreement has been signed by the landowners regarding the Visual Mitigation. Tree plantings were completed in April 2023. Monitoring of tree establishment will occur in accordance with the Visual Mitigation Plan.	Closed

ID	Date	Method of Complaint	Nature of Complaint	Response and Action Taken	Status
15	25/08/2023	Phone	Excessive noise from wind farm on one specific weekend and possible disruption to TV reception	The complaint was discussed with the BWF management team. A suitably qualified technician has visited the house and inspected the existing aerial setup. The complainant has expressed that their concerns have been addressed regarding the reception issue. Noise monitoring is being completed in accordance with the requirements of the development approval.	Closed
16	28/08/2023	Phone	The Department of Planning and Environment had received a complaint in July regarding aviation hazard lights flashing instead of being in a steady state. The Department contacted BWF to discuss the complaint.	BWF notes that a power outage occurred at the wind farm in May 2023 which affected some of the turbines across the wind farm. Power to the affected turbines was restored in July 2023. After power was restored, it was observed that some of the installed aviation lights had defaulted to operating in a 'flashing state' rather than the usual 'steady state'. Works are being performed by a technician to re-program the aviation lights to operate in a steady state. BWF are liaising with DPE regarding the complaint.	Closed
17	28/08/2023	Phone	Excessive noise from wind farm on one specific weekend.	The complaint was discussed with the BWF management team. BWF will visit the residences to enquire further.	Closed
18	12/03/2024	Phone	Dissatisfaction of visual mitigation measures. Concerns that noise monitoring results have not been received. Concerns around gates being left open.	Tree plantings were completed in April 2023. Monitoring of tree establishment has been completed. Noise monitoring results have been provided and are also publicly available on the Project Website. All staff and contractors have been reminded to leave gates as they find them.	Closed
19	30/06/2024	Email	Concerns with the Aviation Lighting at night. Queried the Projects compliance to noise limits.	BWF Representative called complainant to discuss concerns. Aviation Lighting was discussed as a requirement of the Wind Farm. Project Noise Compliance was also discussed, and the complainant was directed to the Noise Compliance Testing Report 2024 which is published on the Project website, outlying the Projects compliance to noise requirements.	Closed
20	22/09/2025	Email	Complaint relating to wind farm operational noise and the approach used to demonstrate	The complainant has been provided with the Operational Noise Compliance testing, and final report deeming BWF in compliance with operational noise requirements.	Closed

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			compliance with approved noise conditions		