

Name	Email	Phone	Date	Complaint description	Nature of Complaint	Assigned	Assigned to	How was the complaint submitted?	Date received	Date of acknowledgment of receipt	Date of communication of resolution approach	Action(s) taken to resolve grievance	Has the grievance been resolved?	Commitment to follow up
Community Member ( Name Redacted)	[Redacted]	[Redacted]	17/10/2025	How long is the drilling going in Mulsala. Starts early finishes late even Saturday till consultation to residents about project. Very secretive and no contact number. Riverside gardens resident	Moderate	Y	CLO	Through the website	17/10/2025	21/10/2025	21/10/2025	CLO for Mulsala contacted [Redacted] to speak through concerns. Voicemail left asking for a return phone call	No	Follow up in person, if possible by Site Manager. CLO to contact resident again w/in 15/10
Federation Council (Name Redacted)	[Redacted]	[Redacted]	30/10/2025	Good Afternoon [Redacted] and Contractors  Subject: ⚠️ URGENT: Traffic Safety Hazard at Baronga Road/Toucanwood Road, Mulsala  Council has received a complaints this afternoon regarding works being undertaken on Baronga Road / Toucanwood Road in Mulsala for the mulsala Solar Farm  The concern, reported via Council Reception, states that the contractors currently on site have very little traffic control or warning signs deployed for the worksite The complainant is concerned that this lack of safety measures presents an immediate traffic hazard and a high potential for an accident.  These works are understood to be operating under a current Works within Road Reserve Permit for your job site and lists responsibilities for contractor and PC20's  Immediate Action Required Council requires you to take immediate action to rectify this safety issue being • Safety Officer Attendance: Have your Safety Officer attend the site immediately to assess and rectify the situation • Traffic Management: You must immediately engage a suitable, qualified traffic control company to implement appropriate traffic management. • Permit Cancellation: Failure to address this critical safety issue immediately will force the Council to intervene and issue a Stop Work Order for all related works.  Please confirm via return email what specific actions have been taken to ensure the safety of road users at this location. Yours sincerely,	Moderate	Y	Site Manager	Emailled to Project Manager directly	30/10/2025	30/10/2025	31/10/2025	Projects stopped works on road until HSE Manager and relevant subcontractors investigated the incident. Email was sent back to Council (below), with Council confirming the actions undertaken were satisfactory.  Afternoon [Redacted],  Thanks for your patience and for bringing this to our attention. Our site team and contractors take safety concerns raised by Council and the community very seriously.  Immediately upon receiving your email, all works on Baronga Road were stopped until a full review of the situation and the applicable traffic management measures had been completed.  Actions undertaken since the complaint: • Immediate site review: The relevant contractors halted all activities and reviewed the TMP, work plan, and SWMS to ensure all current activities were accurately reflected. • Traffic control enhancements: Additional signage and traffic controls have been installed in accordance with the updated TMP (to be issued 31/10). Speed reductions to 40 km/h, additional delineation, and clearer communication protocols between plant operators and traffic controllers have been implemented. • Safety officer attendance: Our Safety Advisor (now ex-CLO [Redacted]) attended the site alongside [Redacted] project leaders to review controls and confirm compliance with approved documentation. • SWMS updates: Following an on-site review with our Health & Safety Advisor, controls in the SWMS documents will be strengthened, especially those pertaining mobile plant operations when working near road users or bystanders. • Prestart briefings: Conducted with all site personnel to reinforce the new traffic management requirements outlined above and safety communication expectations.  No further works commenced until these measures were verified on-site by our Safety Team and key representatives this morning.  We are confident that the additional measures now in place have addressed Council's / community's concerns and mitigated any potential risks to road users.  Please don't hesitate to contact me if you would like further details.  Thanks,  Development Manager	Yes	No response. HS Advisor on Site to work with Inrium to ensure commitments in the email are executed 03/11/2025  Now in place and complete