Hunter Power Project Complaints Register

Complaints managed by:	Snowy Hydro Ltd (Head contractor) / UGL (subcontractor)
Environmental Protection Licence (EPL) held by:	Snowy Hydro Ltd (Head contractor)
EPL reporting requirement:	EPL21627 M6
Conditions of Approval requirement:	SSI12590060 C20
Date Produced:	**02-Apr-24**

Status Key:	
	Action required - incomplete, unresolved, under investigation or update required
	Investigation complete, close out action required - close out letter, advice to stakeholder
	Resolved - investigation, response and close out complete and checked by CSD Community Engagement team

Complaint Number	Status	Received			Registered Via:	Received by:	Referred to:	Name of complainant	Details of complaint	Type	Response to complaint	Time of Verbal or Initial Response	Was the ER informed about the complaint the day it was received?	Was an updated copy of the complaints register provided to the ER?	Was the complaint responded to within 24 hours for emails, or one week for letters?	Written response (date)	Was CMS entry verified by SHL following close out?
		Date	Time rec'd	Time rec'd by contractor													
No complaints received to date																	