

Outlook Festival – Complaint Log

Date / Time	Location	Comment	Outlook Response (if any)
05/07/22	Cholmondeley	General comment regarding noise affecting home.	Slight decrease in volume
05/07/22	Cholmondeley	Resident requesting call back to discuss volume / disturbance.	No reply.
04/07/22	Croxton Green	Resident calling to state Sunday night quieter than previous 3.	No reply.
04/07/22 02.01	Bulkeley Grange	Resident calling to complain no prior notification and too loud	No reply.
04/07/22 01.33	Chorley Bank	Resident emailing to complain no notification and too loud.	No reply.
04/07/22	Cholmondeley	Resident emailing to complain of intrusive “boom, boom, boom” noise	No reply.
03/07/22 23.20	Cholmondeley	School Lane resident – complaining music too loud, abusive, hung-up phone.	No reply.
03/07/22	Wrenbury	Resident complaining that even with windows closed music keeping them awake.	No reply.
03/07/22	Cholmondeley	Resident complaining that since 10pm bass louder. Cannot hear TV in house.	No reply.
03/07/22 23.18	Bickley Moss	Resident requesting visit to monitor noise – noise awful.	No reply.
03/07/22	Cholmondeley Estate		5dB reduction in volume across all stages.
03/07/22 22.59	Lower Morrey (Whitchurch)	Resident complaining that noise worse tonight than previous nights.	No reply.
03/07/22	Wrenbury	Resident complaining not loud enough.	No reply.
03/07/22	Chris Beale (Outlook)	Central Whitchurch bass clearly audible – believed to be main stage.	
03/07/22	Aston	Resident complaining of bass tone and vibration clearly audible in own home.	No reply.
03/07/22	Cholmondeley	Resident complaining of bass and vibration – affecting his sleep.	No reply.
03/07/22	Ash - Whitchurch	Resident complaining of excessive bass and vibration for third night running.	No reply

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03/07/22	Not stated.	Resident lives over 10 miles from festival and complaining bass / vibration too loud.	No reply.
03/07/22	Cholmondeley	Resident requesting volume decreased as too loud to sleep.	No reply.
03/07/22	Cholmondeley	Resident complaining just as loud as previous nights.	No reply.
03/07/22 22.16	Holtridge	Noise has increased steadily throughout the day. Requesting bass reduced.	No reply.
03/07/22	Cholmondeley Estate	Low end reduction at Gatehouse. Tiltyard reduction.	
03/07/22	Cholmondeley	Resident requesting decrease in bass as promised.	No reply
03/07/22	Cholmodeley	Resident complaining noise is stopping family from sleeping – work in morning.	No reply.
03/07/22 21.29	Bickley Moss	Resident complaining noise levels increasing.	No reply.
03/07/22	Hetherson Green	Resident calling for third time today complaining noise too loud.	No reply.
03/07/22	Chris Beale (Outlook)	Visited Bickley Moss and acknowledged high bass levels. Instructed attenuation in Sinai.	
03/07/22	Cholmondeley	Requested call back to discuss excessive volume.	No reply
03/07/22	Cholmondeley Estate	High pass increased in Gatehouse.	
03/07/22	Cholmondeley Estate	Sinai reduction – site 98dB.	
03/07/22	Brindley	Resident complaining about volume.	No reply.
03/07/22	Bickley Moss	Complaint bass too loud – request for somebody to visit and monitor	No reply.
03/07/22	Hetherson Green	Team visit to check monitor working ok	
03/07/22 0230	Wrenbury	Second complaint, despite promise no reduction in volume.	No reply
03/07/22	Cholmondeley Estate	2dB site wide reduction	
03/07/22	Cholmondeley	3 days of noise, no advance warning, upsetting pets and causing stress.	No reply

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03/07/22	Croxton Green	Complained Thurs and Fri, this is to complain noisy Saturday afternoon.	No reply.
03/07/22	Bickley Farm	Has noise monitor fitted, would like somebody to check it as noise so loud.	No reply.
03/07/22	Larden Green	Noise clearly audible in complainants property.	No reply.
03/07/22	Hetherson Green	General complaint that noise is too loud.	No reply.
03/07/22	Cholmondeley	Complainant and children not able to sleep for last 3 nights even with ear plugs – too loud.	No reply.
03/07/22	Cholmondeley	Complaint Saturday very loud after improving on Friday.	No reply.
03/07/22	Broomhall Green	Past 2 nights music too loud preventing sleep.	No reply.
03/07/22	Holtridge	Even with ear plugs music too loud preventing sleep.	No reply.
03/07/22	Cholmondeley	Complaining last night so loud had to leave home and go to a hotel to get some sleep.	No reply.
03/07/22	Whitchurch	Farm camp site concerned losing business as campers leaving because of noise.	No reply.
03/07/22	Cholmondeley	Reporting that Saturday night seemed quieter but may be because act was more “chilled”.	No reply.
03/07/22 09.14		Complainant had to go to sons to get some sleep.	No reply.
03/07/22	Wrenbury	Music audible in property all day long. Getting louder as night falls.	No reply.
03/07/22	Wrenbury	Complained previously – still too loud. Please reduce volume.	No reply.
03/07/22	Cholmondeley	General observation that music too loud.	No reply.
03/07/22	Marley Green	Complaint that music too loud.	No reply.