

6. Complaints management plan

The following complaints management plan that will be used throughout the Project, has been developed in accordance with AS/NZS 10002:2014– ‘Guidelines for complaint management in organisations’ with reference to the guidance provided in Standards Australia’s ‘The why and how of complaints handling HB 229-2006.’ The complaints management plan is a requirement of condition 7 k) of Planning Permit PL-SP/05/0461/A.

6.1 Complaints procedure

A diagram outlining the process for handling enquiries and complaints is provided below.

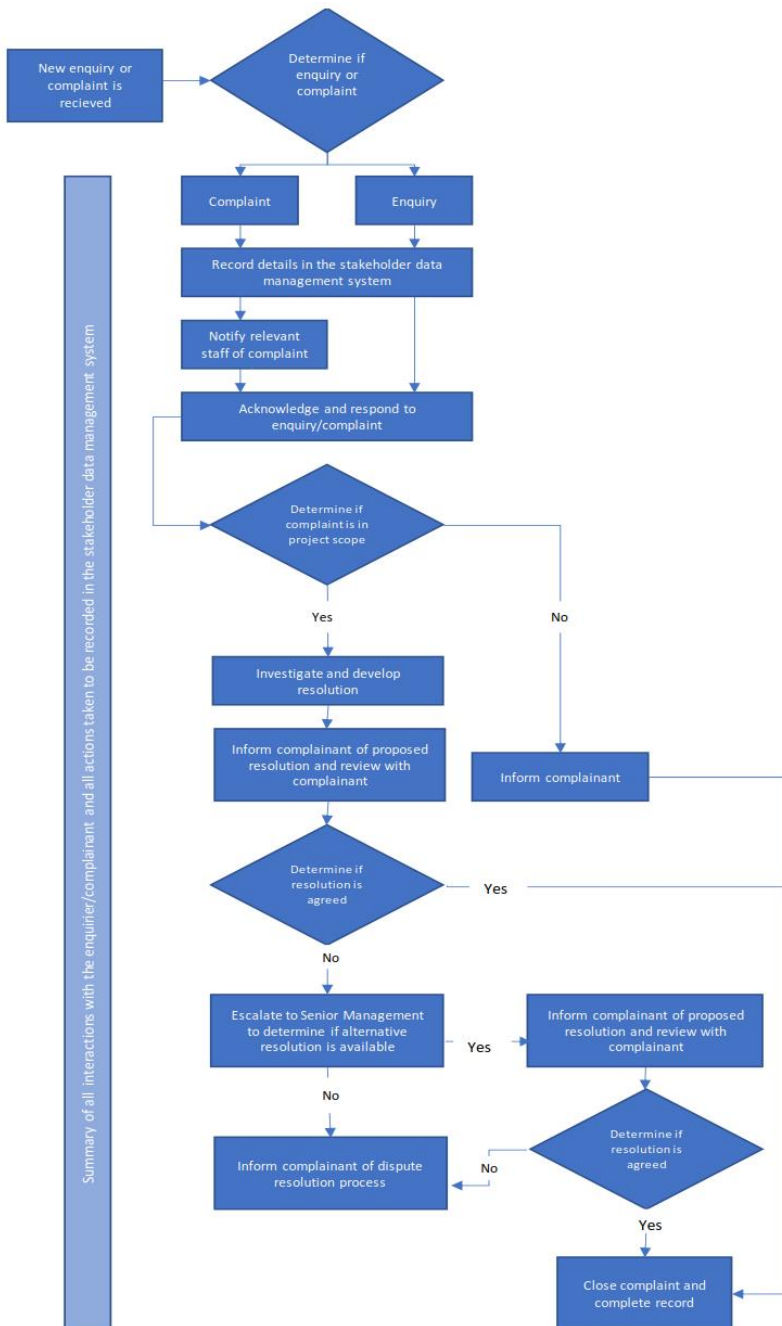


Figure 6.1 : Enquiry and Complaints process flow diagram

6.2 Enabling lodgement of complaints and enquiries

A copy of this complaints procedure will be made available on the Yendon Wind Farm website and contact information will be included in all newsletters, website and all other communication methods associated with the Yendon Wind Farm. The following points of contact will be available for members of the public to make a complaint free of charge:

- Site contact number (available 24 hours a day): 1800 187 183
- Email address: info@lallalwindfarms.com.au
- Postal address: Community Engagement Manager, Lal Lal Wind Farms, P.O. Box 669 Buninyong VIC 3357
- Location to make complaints in person: Buninyong Information Centre, Warrenheip St, Buninyong

To assist the lodgement and resolution of complaints and enquiries staff handling complaints will be provided appropriate training if not already trained in complaint management policy and procedures prior to them undertaking any complaint management activities. This training will help staff provide support to those making a complaint by providing practical assistance.

The complaints process part of induction for organisation staff with all documentation on the complaints process accessible.

6.3 Managing Enquiries

6.3.1 Process for Receiving and Resolving Enquiries

The following process for receiving enquiries would be carried out on receipt of an enquiry:

1. The person receiving the enquiry provides details of the enquiry to the Community Engagement Manager.
2. Enquiry is received and all details logged in the Enquiries and Complaints Register (Appendix C) by the Community Engagement Manager, or directly by the staff member who has received the enquiry.
3. The Community Engagement Manager shall aim to acknowledge receipt of the enquiry within 24 hours of receipt or as soon as reasonably practical.
4. The enquiry will be resolved at first point of contact wherever possible.
5. Depending on the nature of the enquiry, in some cases it may not be possible to respond within this timeframe. In such cases, this shall be analysed in depth and reported to the Community Engagement Manager in order to minimise the impact on affected parties.
6. In all instances, enquiries should be responded to, and successfully resolved where possible, within five working days.
7. All correspondence will be documented in the Enquiries and Complaints Register.

6.4 Managing Complaints

6.4.1 Receiving Complaints

Complaints are able to be made through the range of methods provided in Section 6.1 above. This process will ensure complaints will be promptly acknowledged on receipt, and given priority in accordance with the level of identified urgency determined by the Community Engagement Manager based on agreed criteria.

The more information that can be received when a complaint is lodged, the easier it is to try and find a resolution. Where possible, the following information should be recorded with each complaint:

- Complainant's contact information
- A description of the issue.

- Time and date of incident.
- Duration of the incident.
- The weather conditions at the time of the incident.
- The outcome sought by the complainant
- Any other relevant information

The procedure upon receiving a complaint is as follows:

1. When a complaint is received, the Community Engagement Manager will record the complaint in the Complaints Register (See Appendix C)
2. Relevant team members shall be notified of the details of the complaint as it relates to the Project
3. The Community Engagement Manager (or other nominated person relevant to the complaint) shall acknowledge and provide an initial response of receipt to the complainant.

Initial response timescales for complaints shall be:

- Where complaints are received in person, an acknowledgement and initial response will be provided immediately if possible, or if circumstances do not allow, within 24 hours (or next working day).
- Where complaints are received by telephone or email an acknowledgement and initial response will be provided within 24 hours (or next working day) of the complaint being received.
- Where complaints are received by post, and no email or phone contact is provided, a written response will be made within three working days.

The initial response to a complainant is to:

- Acknowledge the enquiry / complaint has been received;
- Ask for further information, if thought necessary to help resolve it; and
- Explain the process of assessment or investigation and commit to provide a proposed resolution or an update within five working days.

The initial response does not necessarily need to include a resolution to the complaint if it is not available at the time, however complaints should be handled in a manner intended to lead to an effective resolution as quickly as possible. Conflicting interests will not interfere with the management and resolution of complaints.

6.4.2 Assessment and Investigation of Complaints

Upon receipt of a complaint the Community Engagement Manager, Project Manager or other nominated person, shall assess whether the complaint is within the Project scope, i.e. complaints associated with construction, operation and decommissioning of the wind energy facility, including traffic impacts. Should any issue be deemed outside of the Project's scope, the complainant will be informed as soon as practicable and provided with an explanation as to why it is considered out with the Project's scope. The complaint will then be closed. If deemed as within the scope the Community Engagement Manager will also provide the complainants with an explanation of the complaints process, the expected timeframes for action, the complainants likely input to the process and the possible outcome of the complaint.

Initial assessment of the complaint will consider if there is more than one issue raised, and if so, whether each issue needs to be addressed separately. The Community Engagement Manager may request the Project Manager or delegate to collect further information from the complainant if required.

Relevant members of the Project Team may be asked to further investigate the complaint and seek mitigation or resolution measures. If deemed necessary by the Project Team, the complaint will be escalated internally to Senior Management for review and resolution.

An update on investigations and proposed resolution (if available) will be provided within five working days of receipt to the complainant by the Community Engagement Manager or delegate, or sooner if possible. Further updates will be provided to the complainant as required until the complaint is closed.

The Enquiries and Complaints Register will be maintained and available for public viewing during normal working hours allowing complainants to track their complaint through the process.

6.4.3 Resolution and Closing of Complaints

Once the complaint has been assessed, the Community Engagement Manager and any relevant Project staff will review the activity and propose necessary actions to rectify the issue (if practicable).

Following the implementation of any required action to resolve the issue, the complainant will be contacted and have the details of the findings of the investigation and proposed resolution clearly explained to them. Lal Lal Wind Farms will advise:

- What actions were undertaken in response;
- The outcome of the investigation;
- Any remedy or resolutions that have been offered, and the rationale; and
- Information about other remedies that may be available to the stakeholder.

This will be done verbally initially (if possible) and followed up in writing (email or letter).

If the complainant accepts the proposed resolution, the complaint will be closed out in the Enquiries and Complaints Register and the complainant will again be contacted in writing (email or letter) notifying them. If no response is received from the complainant within ten working days, the complaint will be considered closed.

If a complaint is not resolved with 30 working days of receipt, the dispute resolution process defined below shall be used.

6.4.4 Internal Escalation Options

Should a satisfactory resolution or mitigation not be agreed with the complainant, Yendon Wind Farm internal escalation options will be considered. These include:

- Raise unresolved resolutions / mitigations with the senior management.
- Determine if a reasonably practical alternative resolution or mitigation can be offered.
- Discuss alternative resolution or mitigation with complainant.
- If no satisfactory resolution can be reached, the complainant should be advised of the Dispute Resolution process.

6.4.5 Dispute Resolution

The Project Team has 30 working days to attain satisfactory resolution of a complaint or dispute. If the dispute is not resolved within the time allowed for internal dispute resolution, the following mediation system shall be triggered:

- The Community Engagement Manager shall contact an independent Environmental Advisor (EA). Full details of the complaint, investigations and correspondence with the complainant will be provided to the EA.
- The EA shall contact the complainant and instigate the appropriate mediation process.
- Mediation will normally occur within 10 working days of both parties agreeing to the appointed mediator (EA or other).
- The EA or mutually agreed and appointed mediator shall organise the time and place for mediation to occur.

- The applicant and respondent may be required to provide the EA or mediator with a brief statement setting out their position with regard to the issues that need to be resolved in addition to other information requirements.
- At the conclusion of the mediation session the complainant and respondent, with the EA or mediator, will prepare a written statement of any resolution for agreement and signature by the affected parties.
- If mediation is not successful, the EA or mediator will report this to the Community Engagement Manager and the complainant will be advised of their rights to pursue the matter further.

If a complainant is not satisfied with the investigation and proposed resolution, the complainant has the right to contact the National Wind Farm Commissioner or seek legal advice. Should a complainant resort to legal action, all information concerning the complaint and actions taken to date will be provided to Lal Lal Wind Farm's legal counsel, and the complainant will be directed to contact them for information or any further action.

In closing out a complaint the following information will be recorded:

- Steps taken to address the complaint
- The outcomes of the complaint
- Any undertakings or follow up actions required

6.4.6 Following complaint closure

The organisation will include mechanisms to ensure the outcomes of the dispute resolution process are implemented and properly monitored if required. Outcomes and results will be reported to senior management of the organisation.

6.5 Reporting

The following reporting will be undertaken:

- Details of complaints received will be included in compliance reports and made available to the Responsible Authority and relevant parties on request.
- Monthly reports will be circulated internally identifying issues and strategies / actions to manage the issues.
- Matters not able to be resolved within 30 working days will be escalated to Senior Management and reviewed as soon as practical to achieve successful resolution. Where required, matters will be discussed at regular Management Review meetings.
- The contents of the complaint register will be reported to the Minister for Planning as required

6.6 Process Review

Yendon Wind Farm Pty Ltd will review this Complaints Investigation and Response process to ensure it is adequate after six months of operation of the Yendon Wind Farm. Thereafter it will be reviewed at least every five years.

This review will evaluate the performance of the complaint management system, as well as continually improve the effectiveness and efficiency of the system.

The review should also provide information on:

- Conformity to complaint management procedures
- Suitability to achieve complaint management objectives

An annual internal auditing of the implementation of the complaints management plan will also be conducted, with audit results being reported to the Minister for Planning and the Moorabool Shire Council.