

PLANNING AND ENVIRONMENT ACT 1987  
PLANNING SCHEME MOYNE  
PERMIT NO. 2006/0220/B  
ENDORSED PLAN  
SHEET 1 OF 15  
SIGNED [Signature] FOR  
MINISTER FOR PLANNING  
DATE: 18/0/19

# General Complaint Investigation and Response Plan

Woolsthorpe Wind Farm

ENDORSED TO COMPLY  
WITH CONDITION  
20-22  
OF PLANNING PERMIT  
2006/0220/B

# General Complaint Investigation and Response Plan

Woolsthorpe Wind Farm

Client: Woolsthorpe Asset Pty Ltd as trustee for Woolsthorpe Asset Trust

ABN: 71 924 934 608

Prepared by

**AECOM Australia Pty Ltd**

Level 10, Tower Two, 727 Collins Street, Melbourne VIC 3008, Australia

T +61 3 9653 1234 F +61 3 9654 7117 www.aecom.com

ABN 20 093 846 925

05-Sep-2019

Job No.: 60588756

AECOM in Australia and New Zealand is certified to ISO9001, ISO14001 AS/NZS4801 and OHSAS18001.

© AECOM Australia Pty Ltd (AECOM). All rights reserved.

AECOM has prepared this document for the sole use of the Client and for a specific purpose, each as expressly stated in the document. No other party should rely on this document without the prior written consent of AECOM. AECOM undertakes no duty, nor accepts any responsibility, to any third party who may rely upon or use this document. This document has been prepared based on the Client's description of its requirements and AECOM's experience, having regard to assumptions that AECOM can reasonably be expected to make in accordance with sound professional principles. AECOM may also have relied upon information provided by the Client and other third parties to prepare this document, some of which may not have been verified. Subject to the above conditions, this document may be transmitted, reproduced or disseminated only in its entirety..

## Quality Information





Document      General Complaint Investigation and Response Plan

Date            05-Sep-2019

Prepared by   Gary La

Reviewed by   Kirk Veitch

### Revision History

Rev	Revision Date	Details	Authorised	
			Name/Position	Signature
A	19-Feb-2019	Draft	Don Webb Associate Director - Power	
B	03-Apr-2019	Draft	Don Webb Associate Director - Power	
C	13-May-2019	Final	Don Webb Associate Director - Power	
D	05-Sep-2019	Final Amended	Don Webb Associate Director - Power	

## Table of Contents

1.0	Introduction	1
1.1	Key Parties	1
1.2	Referenced Documents	1
1.3	Scope	1
1.4	Planning Permit Conditions	1
2.0	Complaint Structure and Process	3
2.1	Noise and Blade Shadow Flicker Complaints	3
2.2	Wind Farm Representative	3
2.3	Moyne Shire Council Contact	3
2.4	Investigative Party	3
2.5	Complaint Process Flowchart	4
2.6	Incident Register Form	4
2.7	Investigation and Response	4
2.8	Complaints during construction	4
2.9	Complaints during operation	5
2.10	Resolution and Closure	5
3.0	Reporting and Review	5
Appendix A		
	Complaint, Investigation and Response Process	A
Appendix B		
	Incident Register Form	B

## 1.0 Introduction

This document presents the General Complaint Investigation and Response Plan (**Plan**) to handle all complaints received from the community and project neighbours in relation to Woolsthorpe Wind Farm (**WWF**). This Plan was completed in accordance with Conditions 23 through to 28 of the Planning Permit and designed to respond to all general complaints not addressed in the Noise and Blade Shadow Flicker Complaint Investigation and Response Plans during the construction and operation of WWF.

### 1.1 Key Parties

#### Wind Farm Owner:

Woolsthorpe Asset Pty Ltd as trustee for Woolsthorpe Asset Trust (ABN: 71 924 934 608)  
Level 25, Governor Macquarie Tower, 1 Farrer Place, Sydney NSW 2000

#### Wind Farm Operator:

Enerfin Energy Services Pty. Ltd. (ACN: 630 606 478)  
Level 19, 90 Collins Street, Melbourne VIC 3000

### 1.2 Referenced Documents

The following documents are referenced throughout this Plan:

- [1] Woolsthorpe Wind Farm Noise Complaint Investigation and Response Plan;
- [2] Woolsthorpe Wind Farm Blade Shadow Flicker Complaint Investigation and Response Plan;
- [3] Woolsthorpe Wind Farm Planning Permit (2006/0220/A) is referred to as the *Planning Permit*. It includes the permit and, documents required to be submitted and approved under this permit; and
- [4] AS/NZS 10002:2014 Australia/New Zealand Standard, Guidelines for Complaint Management in Organisations.

### 1.3 Scope

The Wind Farm Owner will implement and comply with this Plan during construction and operation of WWF. They will do so by delegating the Plan responsibilities to the Wind Farm Operator or the Wind Farm constructor as applicable, noting ultimately the Wind Farm Owner remains responsible for complying with the conditions of the Planning Permit. The endorsed copy of this Plan will be made publicly available on their website (<https://www.woolsthorpewindfarm.net/>). The Complaints Incident Register (**CIR**) compiled in relation to this Plan shall be submitted to the responsible authority annually as well as on request (condition 26). Modifications to this Plan will also be submitted for approval if required.

### 1.4 Planning Permit Conditions

The following table below presents the relevant Planning Permit conditions and the Sections of the Plan that address the condition.

Table 1 Planning Permit Conditions for WWF relevant for the Plan

Planning Permit Condition No.	Condition Wording	Section of this Plan
23	Before the development starts, the permit holder must prepare a Complaint Investigation and Response plan to the satisfaction of the responsible authority. When approved, the plans will be endorsed by the responsible authority and will then form part of this permit. The complaint investigation and response plan will be designed to respond to all aspects of the wind farm including (but not limited to): operation noise, construction noise, construction impacts, traffic, shadow flicker.	This Plan; Documents Referenced under Section 1.2
24	The endorsed complaints investigation and response plan must be publicly available on the wind farm operator's website.	2.2

Planning Permit Condition No.	Condition Wording	Section of this Plan
25	<p>The plan must be prepared in accordance with Australian/New Zealand Standard AS/NZS 10002:2014 – Guidelines for complaint management in organisations and shall include:</p> <ul style="list-style-type: none"> <li>a) a process of investigation to resolve a complaint</li> <li>b) a requirement that all complaints will be recorded in an incidents register</li> <li>c) how contact details will be communicated to the public</li> <li>d) a toll free telephone number and email contact for complaints and queries</li> <li>e) details of the appropriate council contact telephone number and email address (where available)</li> <li>f) a table outlining complaint information for each complaint received, including: <ul style="list-style-type: none"> <li>i. the complainant's name</li> <li>ii. any applicable property reference number if connected to a noise background testing location</li> <li>iii. the complainant's address</li> <li>iv. a receipt number for each complaint which is to be communicated to the complainant</li> <li>v. the time, prevailing conditions and description of the complainant's concerns including the potential incidence of special audible characteristics (for a noise complaint)</li> <li>vi. the processes of investigation to resolve the complaint.</li> </ul> </li> </ul>	2.0, 3.0 and Appendix B
26	A report including a reference map of complaint locations, and outlining complaints, investigation and remediation actions is to be provided on an annual basis to the satisfaction of the responsible authority.	3.0
27	The register and complaints response process shall continue for the duration of the operation of the wind energy facility and must be made available to the responsible authority on request.	1.3
28	The owner of the wind energy facility must implement and comply with the approved Complaint, Investigation and Response Plan for the duration of the operation of the wind energy facility.	1.3

## 2.0 Complaint Structure and Process

### 2.1 Noise and Blade Shadow Flicker Complaints

Noise and blade shadow flicker related complaints require their own set of procedures in response to the relevant Planning Permit conditions. Therefore, the following documents are followed when a noise or shadow flicker complaint is received for WWF:

- a. Woolsthorpe Wind Farm Noise Complaint Investigation and Response Plan.
- b. Woolsthorpe Wind Farm Blade Shadow Flicker Complaint Investigation and Response Plan.

### 2.2 Wind Farm Representative

The Wind Farm Representative, a representative of the Wind Farm Owner, in conjunction with the Project Manager (Construction) and Site Manager (Operations), is accountable for ensuring all complaints are managed in accordance with this Plan. Any complaint in relation to the operation of WWF can be directed to the Wind Farm Representative using the contact details below.

**Scott De Keizer**

**Director**

**Enerfin Energy Services Pty. Ltd.**

**Email: [sdekeizer@elecnor.com](mailto:sdekeizer@elecnor.com)**

**Phone (toll-free): 1800 966 095**

The contact details of the Wind Farm Representative will be communicated to the public via:

- a. Signage in surrounding communities that will be established and maintained for the term of the Operations and Maintenance Agreement;
- b. Community notice boards;
- c. A letterbox flyer to be distributed throughout the surrounding community; and
- d. The Woolsthorpe Wind Farm website (<https://www.woolsthorpewindfarm.net/>).

Furthermore, an automatic answering service for the receipt of after-hours complaints will be provided.

- e. All calls recorded in the answering service must be returned within the next business day. If the returned call is unsuccessful, the time of the call must be recorded;
- f. In the case that the complainant does not have an automatic answering service, calls must be made on each subsequent business day until successful.

### 2.3 Moyne Shire Council Contact

Moyne Shire Council contact details are listed below.

**Vicki Askew-Thornton**

**Email: [vaskewthornton@moyne.vic.gov.au](mailto:vaskewthornton@moyne.vic.gov.au)**

**Phone: (03) 5568 0555**

### 2.4 Investigative Party

The Investigative Party may be an independent engineer, specialist and/or the Wind Farm Representative depending on the conditions of the Planning Permit. The Investigative Party is required if additional assessment or monitoring is required to evaluate and mitigate a potential compliance

breach in relation to Construction Activity Controls (Construction Traffic, Environmental and Safety Management Plans) or Operational Performance Requirements (Planning Permit Conditions).

If non-compliance is identified, the Investigative Party will submit a remediation plan to the satisfaction of the responsible authority (Federal, state or local departments) outlining the investigation process, complainant communications, actions and timelines to resolve the complaint/breach.

## 2.5 Complaint Process Flowchart

Appendix A outlines the general complaint management process, from receipt of the complaint through to close.

## 2.6 Incident Register Form

A template Incident Register Form (**Form**) to be completed by the Wind Farm Representative is located in Appendix B. This Form addresses Condition 25 of the Planning Permit. All complaint details must be registered in an electronic database, also known as the CIR. The CIR will be maintained by the Wind Farm Representative throughout the duration of the operation of WWF.

All details received from the complainant will be recorded in the Form to capture detailed information, including:

- a. The name, address and contact details of the person who made the complaint;
- b. The date and time of the complaint;
- c. The receipt number of the complaint;
- d. The date and time of the incident;
- e. The location of the incident and address of complainant's property;
- f. The property reference number (if applicable);
- g. External weather conditions during the time of the incident;
- h. Detailed description of the incident;
- i. Any other information relating to the matter; and
- j. Investigation and response details.

Note that each complaint received must be assigned a receipt number to be provided to the complainant at the time of registering the complaint. Sufficient details will be sought regarding the specific nature of the complaint to enable it to be clearly recorded, and to enable subsequent assessment and action.

## 2.7 Investigation and Response

The Wind Farm Representative in conjunction with the Project Manager (Construction) or Site Manager (Operations) is responsible for ensuring all complaints are processed in a timely manner. The Wind Farm Representative will attempt to resolve all complaints within 5 business days of receiving the original complaint. However, when this is not possible (for example if further investigations are required or are on-going), the Wind Farm Representative will notify the complainant that further time is required.

Complaints will be acknowledged by the Wind Farm Representative within 48 hours, and communication with the complainant will be maintained throughout the investigation process.

## 2.8 Complaints during construction

Complaints received during the construction phase will be directed and / or reported within 24 hours to the Project Manager from the Wind Farm Representative. This will include any complaints relating to the construction process, either on, or off-site, including dust, safety, traffic, and public road damage or related issues. Furthermore, the WWF Contractor and Wind Farm Owner's personnel responsible for health, safety and environmental issues, will be made aware of all complaints relating to potential environmental or safety incidents.

The Project Manager will review the activity for which the complaint is related to and investigate the source of the complaint. If it is not occurring in accordance with the Construction Activity Controls or



Planning Permit, they will prepare and implement a response plan to rectify the issue. The investigation process will be reported back to the Wind Farm Representative and recorded in the Form and CIR.

## 2.9 Complaints during operation

Complaints received during the operational phase will be directed and / or reported within 24 hours to the Site Manager from the Wind Farm Representative. If the reason is due to maintenance, a defect or unusual operating conditions, the issue will be rectified. The complainant will then be provided with a summary of the investigative process and outcome.

In all other situations, the Site Manager will investigate the cause of the complaint is in breach of any Operational Performance Requirements, or the Planning Permit. If the investigation concludes with a high level of certainty that the circumstances surrounding the incident do not breach the relevant requirements or conditions, no further action will be taken.

If it becomes apparent that WWF is not compliant with the relevant Operational Performance Requirements or Planning Permit, the cause of the complaint will be further investigated and if required, the Wind Farm Representative will prepare and implement a remediation plan outlining how it will rectify a demonstrated non-compliance.

## 2.10 Resolution and Closure

The Wind Farm Representative will communicate the outcome of the complaint using the most appropriate method. The Wind Farm Representative will advise:

- a. What actions were undertaken in response to the complaint.
- b. The outcome.
- c. The reasons decisions have been made.
- d. Any remedy or resolutions that have been offered.
- e. Information about other remedies that may be available to the complainant.

All investigative actions and response plans are recorded in the CIR. The Wind Farm Representative will close out the complaint if the complainant accepts the resolution. However, if the complaint cannot be resolved by the Wind Farm Representative to the satisfaction of the complainant, the complaint may be escalated to the Office of the National Wind Farm Commissioner for further review and investigation.

## 3.0 Reporting and Review

A report including a reference map of complaint locations, details, investigations and remediation actions will be provided on an annual basis to the Minister for Planning according to Condition 26 in the Planning Permit.

A review of the Plan will be conducted every 12 months. The review will evaluate the performance of the complaint management process, ensure it aligns with any changes in legislation and regulatory requirements, as well as continually improve the effectiveness and efficiency of the system. Modifications will be reported to the Minister for Planning.

The report will include a summary of:

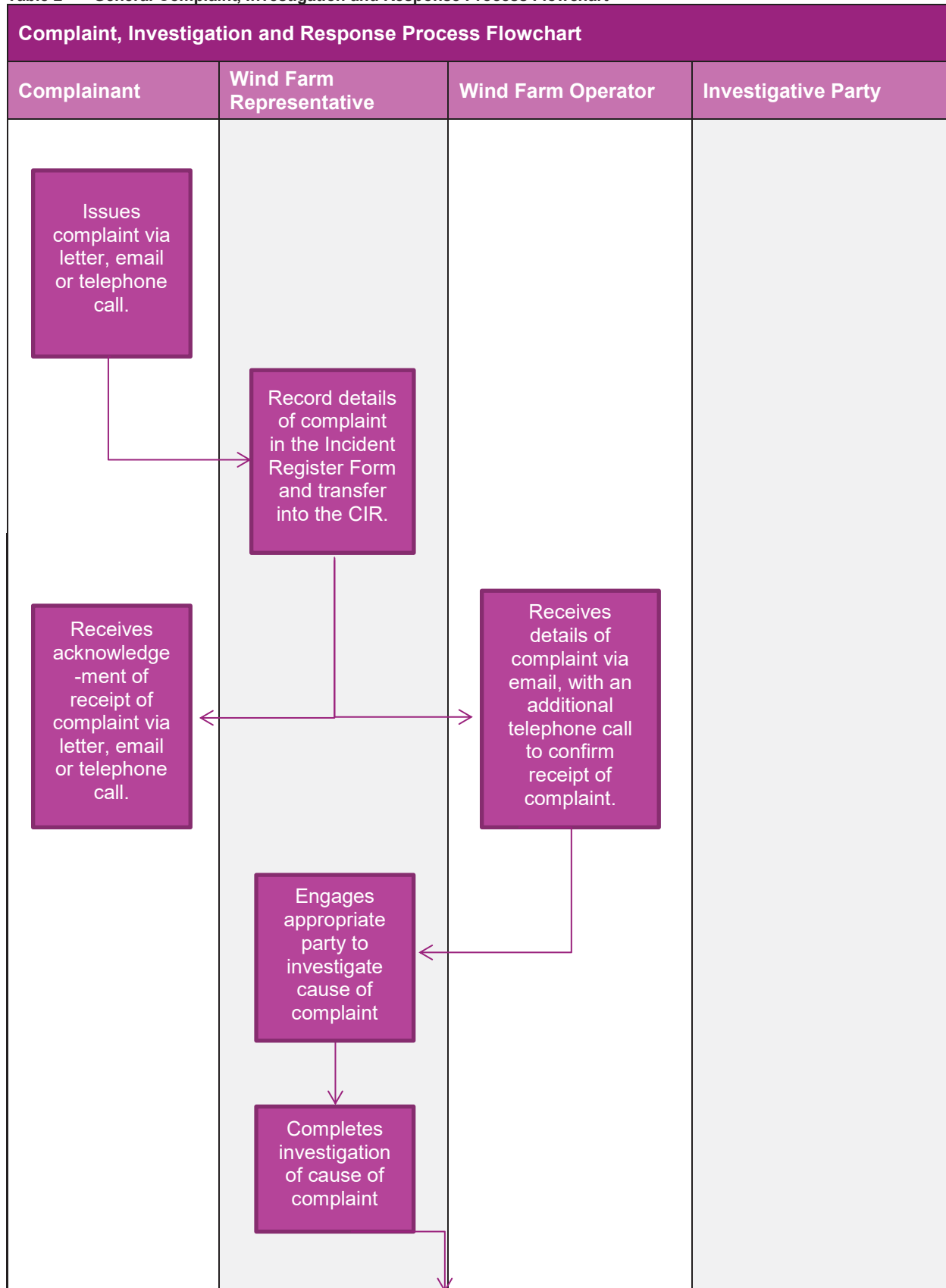
- a. Complaints received in the preceding 12 month period.
- b. Complaint locations outlined on a map.
- c. Investigative actions undertaken to resolve the complaints.
- d. The remediating actions undertaken in response to demonstrated non-compliance.
- e. If required, any modifications to the Plan.
  1. Suitability to achieve complaint management objectives.
  2. Conformity to complaint management conditions in the Planning Permit.

# Appendix A

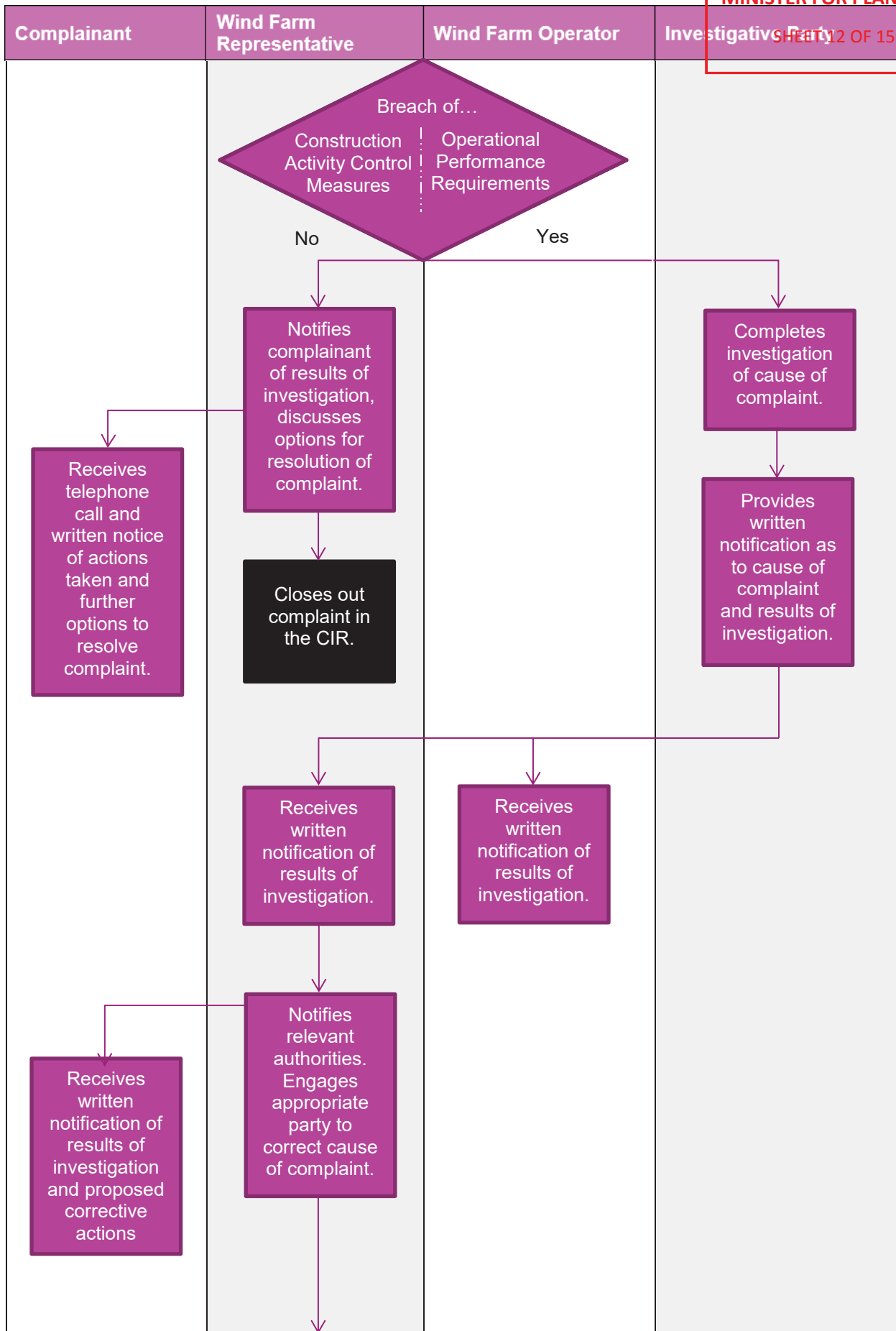
## Complaint, Investigation and Response Process

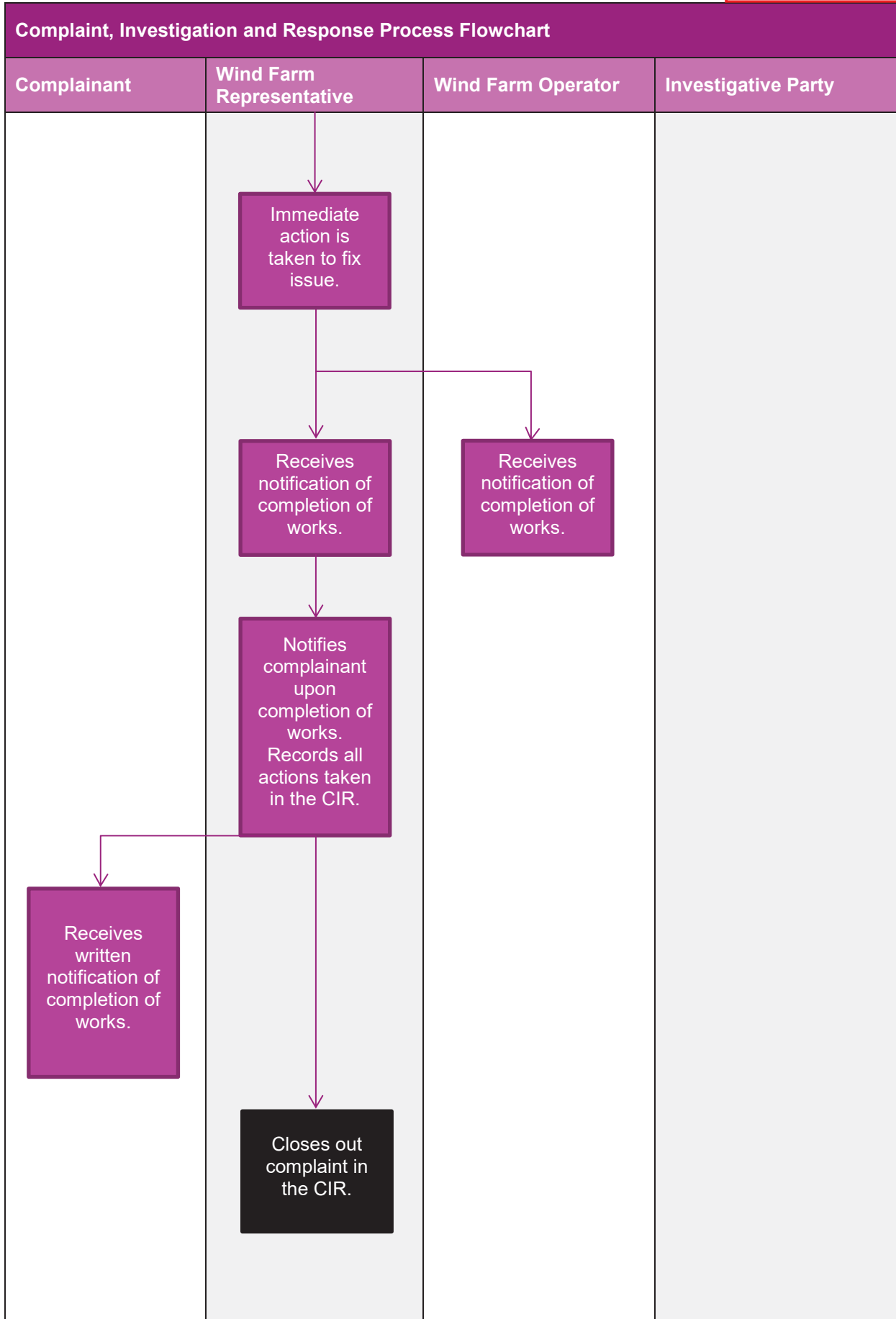
## Appendix A Complaint, Investigation and Response Process

**Table 2 General Complaint, Investigation and Response Process Flowchart**



**APPROVED FOR THE  
MINISTER FOR PLANNING**





# Appendix B

## Incident Register Form

## Appendix B Incident Register Form

Table 3 - Incident Register Form

Question	Response
<b>Complainant Details</b>	
Name of complainant	
Address of complainant	
Preferred Contact Number	
Date and time of complaint	
<b>Details of Incident</b>	
Complaint Receipt Number (must be communicated to the complainant)	
Date and time of incident	
Location of the incident/Address of property	
Property Reference Number (if applicable)	
<b>Detailed description of complaint</b>	
Detailed recount of the incident a. Recount of events b. Complainant location during the incident	
Approximate duration of the incident	
Weather conditions at time of incident a. Temperature b. Day/Night c. Wind d. Wind direction (if known) e. Description of cloud cover (if known)	
Detailed description of nature of the incident Construction or Operational incident a. Number of sources b. Frequency c. Description of how the incident affects them	
Any other information offered by complainant	
<b>Investigation Process</b>	
Response Plan applicable to incident	
Log of actions taken during investigation to date	
<b>Close of Complaint</b>	
List of actions taken to resolve incident	
Date and Time - Complainant Notified	
Date and Time - Incident Closed	