



Kerang Solar Farm

Complaint Investigation and Response Plan





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ACCIONA Energy Australia Global Pty Ltd
ABN 54600910647
Level 12
2 Southbank Blvd
Southbank VIC 3006 Australia
Tel: +61 3 9863 9922
Fax: +61 3 9686 6120
Web: www.accionacom

Author: Kirsten Lee
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1 Introduction

This document outlines the complaint investigation and response process for the Kerang Solar Farm.

Our plan has been developed to ensure prompt allocation of responsibility, action and feedback to the appropriate and responsible person. The core objective is to respond and provide feedback to all complaints in a timely manner.

This document will be made publically available on the Kerang Solar Farm project website and at the site office (once established).

1.1 Objective

All complaints received from the community and project neighbours, regarding the development, construction and operation of the Kerang Solar Farm, will be treated in a respectful and courteous manner and be taken seriously by ACCIONA Energy. ACCIONA Energy is committed to:

-) Providing an accessible avenue for people to raise complaints;
-) Ensuring all complaints are managed fairly, promptly, sensitively and efficiently.

1.2 Scope

ACCIONA Energy will implement and comply with the Complaint Investigation and Response Plan during development, construction and for the duration of the operation of the solar energy facility.

The register and complaints response process shall continue for the duration of the operation of the solar energy facility and will be made available to the Responsible Authority for the duration of the operation of the solar energy facility.

This plan outlines the process and five key steps:

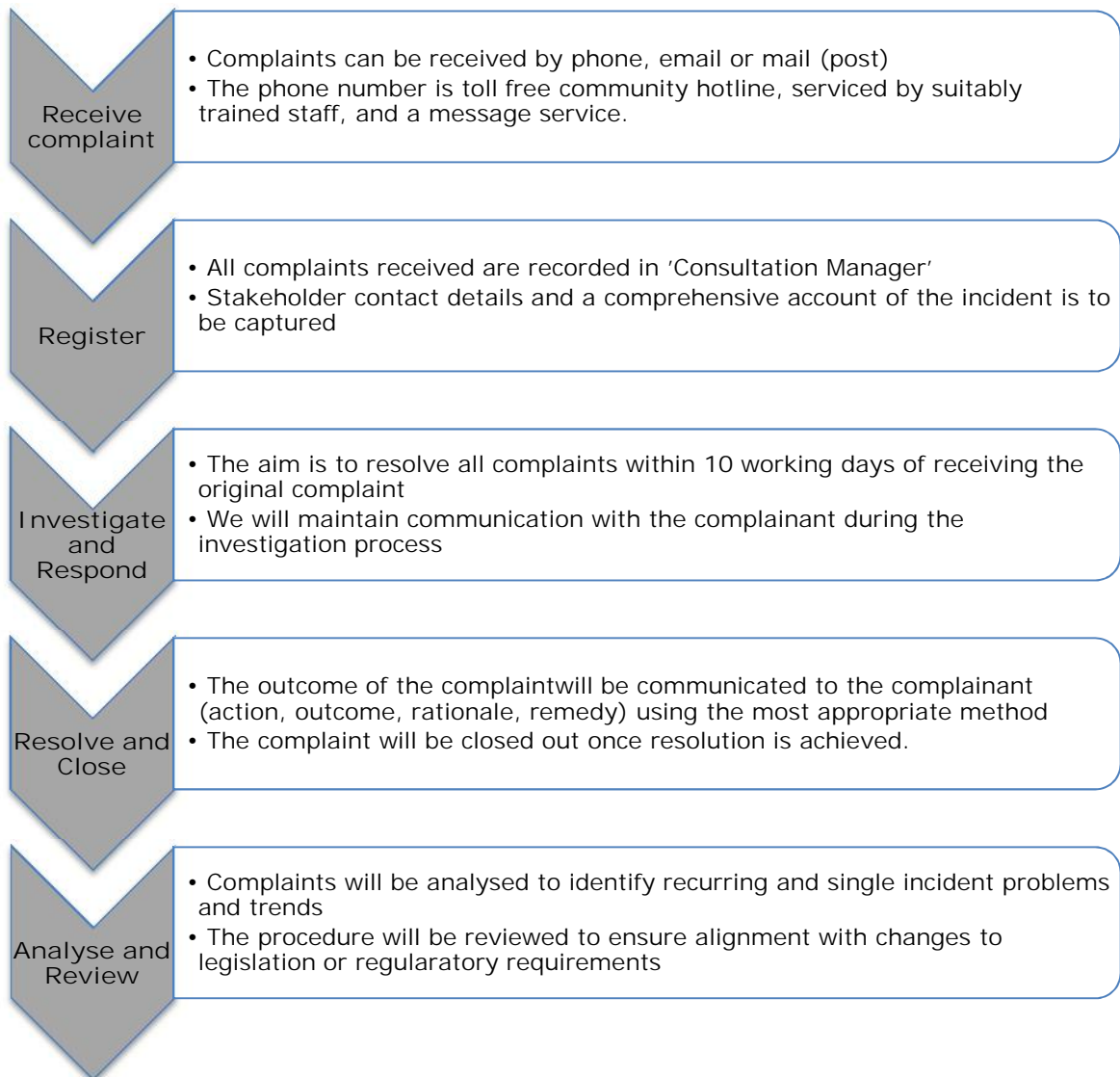
1. Receive
2. Record and Register
3. Investigate and Respond
4. Resolve and Close
5. Analyse and Review

The Community Relations Co-ordinator in conjunction with the responsible manager, are accountable for ensuring all complaints are managed in accordance with this plan.

2 Receive

The chart below outlines the Complaint Management Process for the Kerang Solar Farm.

Table 1. Complaint Management Process.



2.1 Receive Complaint

Complaints can be directed to ACCIONA Energy through:

- Phone (Community Hotline) 1800 283 550
- Email energy.community.relations@acciona.com
- Mail ACCIONA Energy
Level 12, 2 Freshwater Place
Southbank VIC 3006

The community hotline number is a free-call number and is serviced by staff and a message service.

ACCIONA Energy will promote these contact methods through its newsletters, website and other suitable communication methods associated with the Kerang Solar Farm.

2.2 Register

ACCIONA Energy will register all complaints received, in the Consultation Manager (or similar) program and an 'Event Id' number will be generated once the complaint is registered – this will be known as the receipt number.

All details received from the stakeholder will be recorded to capture detailed information, including:

-) the name, address and contact details of the person who made the complaint;
-) any applicable property number;
-) the date and time of the contact;
-) the nature of the complaint;
-) the location and time of the incident / issue;
-) the outcome sought;
-) any other information relating to the matter; and
-) the name of the person / team member who received 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.

The Community Relations Co-ordinator in conjunction with the Project Manager / Site Manager, is responsible for ensuring all complaints are processed in a timely manner.

2.3 Investigate and Respond

ACCIONA Energy will respond to and investigate all complaints in an attempt to seek a resolution.

ACCIONA Energy will attempt to resolve all complaints within 10 working days of receiving the original complaint. However, when this is not possible, for example further investigations are required or are on-going, the Community Relations Co-ordinator will notify the complainant that further time is required.

ACCIONA Energy will maintain communication with the complainant during the investigation process.

2.4 Complaints during construction

Complaints received during the construction phase will be directed and / or reported within 24 hours to the ACCIONA Energy Construction or Site Manager. This will include any complaints relating to the construction process, either on, or off-site, including noise, dust, traffic, and public road damage or related issues.

Further, the ACCIONA Energy representative responsible for Site Health, Safety and Environment issues, will be made aware of all complaints relating to potential environmental or safety incidents. ACCIONA Energy will review the activity for which the complaint is related to, and if it is not occurring in accordance with the required control measures, prepare an incident report and record the incident in the incident log and implement a plan to rectify the issue. The complaint will also be recorded in Consultation Manager (or similar) program.

2.5 Complaints received by third parties

If a complaint is lodged with the local Council, Department of Environment, Land, Water and Planning or the Environment Protection Authority (EPA), details of that complaint may be forwarded to ACCIONA Energy.

ACCIONA Energy will consult with the third party – and with the complainant – to determine if that complaint will be assessed in accordance with this complaints plan.

If it is agreed that the complaint received by a third party is related to the Kerang Solar Farm – and the complainant consents for ACCIONA Energy to investigate - then the complaint will be assessed in accordance with this plan.

If a complaint received by a third party is not deemed to be related to the Kerang Solar Farm – and / or the complainant does not consent to ACCIONA Energy investigating their complaint – then the third party will retain responsibility for investigating that complaint.

2.6 Complaints during operations

Upon receipt of a complaint, ACCIONA Energy will request information including time, date, and a description of the complaint. This will assist in determining if the complaint relates to the operation of the solar farm.

All complaints that relate to the operation of the solar farm will be recorded in the Consultation Manager (or similar) program, including the investigation, responses, resolution date, and any rectifications.

2.7 Resolve and Close

ACCIONA Energy will communicate the outcome of the complaint using the most appropriate method. ACCIONA Energy will advise:

-) What actions were undertaken in response to the complaint;
-) The outcome;
-) The reasons decisions have been made;

-) Any remedy or resolutions that have been offered; and
-) Information about other remedies that may be available to the complainant.

If the complainant accepts the resolution informed by ACCIONA Energy, the Community Relations Co-ordinator will close out the complaint.

2.8 Analysis and Review

All complaints will be classified according to the nature of the complaint. Complaints will be analysed to identify recurring and single incident problems and trends by running reports using the Consultation Manager (or similar) program. If it is identified that there are significant recurring complaints, recommendations to implement solutions to reduce or eliminate future recurrence of the problem will be considered and implemented where appropriate.

2.9 Review Process

ACCIONA Energy will undertake regular reviews and updates of the Complaint Investigation and Response Plan.

Reviews will evaluate the performance of the complaint management system, ensure it aligns with any changes in legislation and regulatory requirements, 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

3 Staff Training

The Complaint Investigation and Response Plan will be made available to all ACCIONA Energy employees. All employees handling complaints will be provided with training to appropriately receive, record and resolve complaints.

4 Definitions

Acknowledge	To show recognition that your feedback has been received.
Complainant	Person, organisation or their representative (including clients, consumers, service users, customers, etc.) making complaint.
Complaint	Formal expression of dissatisfaction made to or about ACCIONA Energy, related to its project development, construction or operations; or staff.
Consultation Manager	A stakeholder data management system to record and report on stakeholder issues, engagement and information.
Enquiry	Any process that had the aim of augmenting knowledge, seeking answers, resolving doubt or solving a problem.
Feedback	Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly to or about ACCIONA Energy, its project development, construction or operations, staff or its handling of a complaint.
Investigation	A searching inquiry for ascertaining facts; detailed or careful examination.

5 References

- J AS/NZS 10002:2014 Australia/New Zealand Standard, Guidelines for complaint management in organisations
- J Department of Environment, Land, Water and Planning Victoria, Community Engagement and Benefit Sharing in Renewable Energy Development: A Guide for Renewable Energy Developers