



Mt Gellibrand Wind Farm

Complaint and Evaluation Process



- Version V3
- October 2016



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1 Introduction

This document outlines the complaints and evaluation process for the Mt Gellibrand Wind Farm.

This process also outlines how ACCIONA will comply with Planning Permit conditions relating to noise, shadow flicker and telecommunications reception and interference:

Condition 21: Details of a complaints and evaluation process to address any breach of Condition 15 (noise)

Condition 24: Details of a complaints, evaluation and response process to assess any breach of Condition 22 (shadow flicker)

Condition 26: If a complaint is made regarding television and radio reception at the residences, a post-construction qualitative survey must be carried out.

All complaints and enquiries received from the community and project neighbours, regarding the construction and operation of the Mt Gellibrand Wind Farm, will be taken seriously by ACCIONA. ACCIONA are committed to:

- Acknowledging the importance and value of feedback (including enquiries and complaints);
- Providing an accessible avenue for people to provide feedback or raise concerns; and
- Ensuring all feedback is managed fairly, promptly, sensitively and efficiently.

This process has four key steps:

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

The Community Relations Co-ordinator in conjunction with the Site Manager, is responsible for ensuring all complaints are processed in accordance with this process.

2 Receive

Enquiries and complaints can be directed to ACCIONA through:

- *Phone (Community Hotline)* 1800 283 550
- *Email* mtgellibrand@acciona.com
- *Mail* ACCIONA Energy
PO Box 252
South Melbourne VIC 3205

The community hotline number is a free-call number which operates 24 hours per day and is serviced by both staff and a message service.

ACCIONA will promote these contact methods through its newsletters, website and all other communication methods associated with the Mt Gellibrand Wind Farm.

Feedback can be about:

- Upcoming project works;
- Any perceived impact from our construction or operations; and
- Our practices and processes.

ACCIONA will not acknowledge or respond to:

- Feedback sent for the sole purpose of harassment.
- Anonymous feedback will be considered and recorded in our system. However, with no means of contacting the sender, an acknowledgment or response will not be provided.

3 Record and Register

ACCIONA will record and register all enquiries and complaints, as well as determine an appropriate response, within five working days of receiving it.

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

- the name, address and contact details;
- the date and time of the contact;
- the nature of the enquiry or complaint;
- the outcome sought;
- any other information relating to the matter; and
- 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.

For noise complaints, where relevant and provided, the weather conditions, the time and a description of the noise will also be captured.

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

4 Investigate and Respond

ACCIONA will investigate enquiries and complaints and determine an appropriate response within five working days of receiving it.

Outcomes of complaint investigations will be communicated to the complainant within 10 working days of receiving the original complaint, except where further investigations are required (for example noise monitoring) in which case the outcomes will be communicated to the complainant when those investigations are complete.

At any time during this process, a stakeholder may obtain feedback on the status of their complaint, by contacting ACCIONA.

ACCIONA will maintain communication with the complainant during the further investigations, particularly where progress may have been delayed.

4.1 Construction Complaints

Complaints received during the construction phase will be directed and/or reported within 24 hours to the ACCIONA 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 Site Health Safety and Environment Supervisor will be made aware of all complaints relating to potential environmental or safety incidents. ACCIONA 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.

4.2 Complaints received by third parties

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

ACCIONA will consult with the third party – and with the complainant – in order to determine if that complaint will be assessed in accordance with this Complaints Procedure.

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

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

4.3 Operational Noise Complaints

Upon receipt of a noise complaint, ACCIONA will request information including time, date, noise description and weather conditions at the time of the complaint. This will assist in determining if the noise complaint does relate to the operation of the wind farm.

For those complaints that relate to the operation of the wind farm, ACCIONA will refer to the modelled pre-construction noise level data at the noise complainant's house – or at a nearby location. ACCIONA will also refer to the results of the post-construction noise monitoring program where such monitoring has been completed in accordance with Condition 18 of the planning permit.

The noise complainant will be advised if the outcome of the post-construction noise monitoring program demonstrates that noise levels at the noise complainant's house – or at a nearby location - complies with the noise limits set out in Condition 15 of the planning permit.

Where these results related to a nearby location rather than the complainants house, the complainant will be advised of the uncertainty associated with reliance on that nearby location.

If the post-construction noise monitoring program results – undertaken in accordance with Condition 17 - do not provide an adequate indication of noise compliance being achieved at the complainants house, then noise monitoring may be undertaken.

If ACCIONA and the noise complainant agree to undertake noise monitoring, that noise monitoring will be undertaken generally in accordance with NZS 6808:1998 and Condition 15 of the planning permit.

If available, baseline or pre-construction noise data for the complainant's house will be used to compare the monitoring data against, with reference to the limits set out in Condition 15 of the planning permit.

If there is no baseline or pre-construction data for that property to compare the monitoring data against, baseline data from the nearest available location with the most similarity of noise conditions will be used. The complainant will be advised of the uncertainty associated with reliance on that nearby location's data as pre-construction comparison.

Information will be provided to the noise complainant about the noise monitoring program and ACCIONA will provide and discuss the results with the noise complainant.

If it becomes apparent that the wind farm is not compliant with the relevant noise conditions of the planning permit, the circumstances will be further investigated and if required, ACCIONA will prepare a noise management plan outlining how it will rectify a demonstrated non-compliance.

All complaints that relate to the operation of the wind farm will be recorded in a register, including the responses and any rectifications.

4.4 Shadow Flicker Complaints

ACCIONA will investigate complaints of shadow flicker on an individual property. When the complainant's property is within one and a half kilometres of a turbine, a shadow flicker assessment will be undertaken.

Complainants will be asked for details of the timing and duration of the shadow flicker, and weather conditions at the time of observation.

Complaints will be assessed considering the proximity of the residence to the wind farm and correlation between the timing and duration of reported flicker effects and computer generated shadow flicker models.

If the assessment indicates that the Mt Gellibrand Wind Farm may not demonstrate compliance with the conditions of the planning permit, relevant results and circumstances will be investigated. If required, ACCIONA will prepare a shadow flicker management plan within thirty (30) days outlining how it will rectify that non-compliance.

4.5 Telecommunications Reception and Interference Complaints

ACCIONA will investigate complaints of regarding telecommunications reception and interference on an individual property.

ACCIONA will ensure a complaint form for television and radio complaints is widely available and promoted within the local community.

When the complainant's property is within three kilometres of a turbine, a television and radio reception quality assessment will be undertaken.

ACCIONA will review the post-construction qualitative survey to determine whether any detrimental impacts to telecommunications are the result of the operational wind farm. If necessary ACCIONA will arrange for an experienced telecommunications technician to undertake a qualitative survey at those residences to establish if there has been any detrimental increase in interference with reception caused by the wind farm, as compared with the pre-construction quality survey.

All complainants assessed by the independent technician to be legitimate will have their television and radio reception restored to at least pre-construction quality reception.

After two years of operation of the Mt Gellibrand Wind Farm, any impacts on television and radio reception should have been identified and rectified and operational characteristics should not in any way be resulting in further interference.

New television reception complaints will not be investigated after two years of operation unless the resident has previously submitted a complaint, or is one of the residents within three kilometres originally surveyed (under Condition 25 of the Planning Permit).

5 Close and Review

All enquiries and complaints will be brought to closure, summarising all of the steps taken to investigate and resolve any concerns and the outcomes.

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

- What actions were undertaken in response;
- 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 stakeholder.

6 Process Review

ACCIONA will review this Complaints and Evaluation Process to ensure it is adequate after six months of operation of the Mt Gellibrand 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

7 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	Expression of dissatisfaction made to or about ACCIONA, related to its project development, construction or operations, staff or the handling of a complaint.
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, its project development, construction or operations, staff or its handling of a complaint.
Investigation	A searching inquiry for ascertaining facts; detailed or careful examination.