



# MacIntyre Wind Farm Complaint Investigation and Response Plan



## PLAN COMPLAINT INVESTIGATION AND RESPONSE

### CONTROL

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*\*This document has been verified by the IMS Coordinator and meets review and approval requirements*

### INDEX

TITLE	PAGE
1. PURPOSE	3
2. SCOPE	3
3. DEFINITIONS	3
4. RESPONSIBILITIES	4
5. DESCRIPTION	4
5.1 COMPLAINTS MANAGEMENT PROCESS	4
5.1.1 RECEIVE COMPLAINT	4
5.1.2 REGISTER	5
5.1.3 INVESTIGATE AND RESPONSE	6
5.1.4 COMPLAINTS DURING CONSTRUCTION	6
5.1.5 COMPLAINTS RECEIVED BY THIRD PARTIES	6
5.1.6 NOISE COMPLAINTS DURING OPERATIONS	6
5.1.7 SHADOW FLICKER COMPLAINTS	7
5.1.8 TELECOMMUNICATIONS RECEPTION AND INTERFERENCE COMPLAINTS	8
5.1.9 RESOLVE AND CLOSE	8
5.1.10 ANALYSIS AND REVIEW	8
5.1.11 REVIEW PROCESS	9
5.2 ADMINISTRATION	9
5.2.1 TRAINING	9
5.2.2 CUMULATIVE IMPACT	9
6. RELATED DOCUMENTATION	10
7. RECORD OF CHANGES	10

## PLAN

### COMPLAINT INVESTIGATION AND RESPONSE

#### 1. PURPOSE

All complaints received from the community and project neighbours, regarding the construction and operation of the MacIntyre and Karara Wind Farms, will be treated in a respectful and courteous manner and be taken seriously by ACCIONA.

ACCIONA is committed to:

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

ACCIONA will serve as the primary contact for all complaints, covering both the MacIntyre and Karara Wind Farms. However, the resolution of all complaints associated with the Karara wind farm will ultimately be CleanCo's responsibility to resolve.

#### 2. SCOPE

ACCIONA will implement and comply with the Complaint Investigation and Response Plan during construction and for the duration of the operation of the wind energy facilities.

The register and complaints response process shall continue for the duration of the operation of the wind energy facilities and must be made available to the Department of State Development, Manufacturing, Infrastructure and Planning ([windfarms@dsmip.qld.gov.au](mailto:windfarms@dsmip.qld.gov.au)) for the duration of the operation of the wind energy facility.

This Plan is limited to community complaints and 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 Coordinator in conjunction with the responsible manager, are accountable for ensuring all complaints are managed in accordance with this Plan.

#### 3. DEFINITIONS

TERM	DEFINITION
ACCIONA	The company or organisation responsible for operating the MacIntyre Wind Farm and Karara Wind Farm (MacIntyre Wind Farm Precinct)
MacIntyre Wind Farm Precinct	The area comprising the MacIntyre and Karara Wind Farms
Community Relations Coordinator	The employee of the company or organisation responsible for operating the MacIntyre and Karara Wind Farms responsible for engaging with members of the public and managing the complaint investigation and response process.

## PLAN

### COMPLAINT INVESTIGATION AND RESPONSE

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, 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.
Investigation	A searching inquiry for ascertaining facts; detailed or careful examination.

#### 4. RESPONSIBILITIES

POSITION	RESPONSIBILITIES
	Contained within the Plan

#### 5. DESCRIPTION

##### 5.1 COMPLAINTS MANAGEMENT PROCESS

ACCIONA will receive, investigate and respond to all complaints in a manner that is consistent with the process described in Figure 1 and throughout this document.



Figure 1: Complaint Management Process

## PLAN COMPLAINT INVESTIGATION AND RESPONSE

### 5.1.1 RECEIVE COMPLAINT

Complaints can be directed to ACCIONA in person, through telephone, email and postal services. Complaints can be directed through the following details:

<b>Community Hotline:</b>	1800 283 550
<b>E-Mail:</b>	<a href="mailto:macintyre@acciona.com">macintyre@acciona.com</a>
<b>Mail:</b>	ACCIONA Attn: Community Relations Coordinator Level 10, 153 Ann Street BRISBANE QLD 4000

Any changes to the above details will be published on the project website.

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

ACCIONA will promote these contact methods through its newsletters, website and other suitable communication methods associated with the MacIntyre and Karara Wind Farms.

### 5.1.2 REGISTER

ACCIONA will register all complaints received in the Consultation Manager (or similar) program. An 'Event ID' number will be generated once the complaint is registered. This will be known as the receipt number and will be provided to the complainant.

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 reference number (if connected to a background noise testing location)
- the date and time of the contact
- the nature of the complaint
- the location and time of the incident / issue
- any applicable turbine or monitoring mast reference number
- the location of the incident identified on a map
- 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.

For noise complaints, where relevant and available, the weather conditions, the time and a description of the noise will also be captured, along with any potential special audible characteristics.

## PLAN

### COMPLAINT INVESTIGATION AND RESPONSE

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

The register of complaints will be made available to the Department of State Development, Manufacturing, Infrastructure and Planning ([windfarms@dndmip.qld.gov.au](mailto:windfarms@dndmip.qld.gov.au)) on request.

#### 5.1.3 INVESTIGATE AND RESPONSE

ACCIONA will respond to and investigate all complaints in an attempt to seek a resolution. ACCIONA will maintain communication with the complainant during the investigation process and will contact the complainant within one (1) business day to acknowledge receipt of the complaint

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

#### 5.1.4 COMPLAINTS DURING CONSTRUCTION

Complaints received during the construction phase will be directed to and / or reported within 24 hours to the ACCIONA MacIntyre Construction or Project 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.

The ACCIONA representative responsible for site Health, Safety, Environment and Quality issues 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 and implement a plan to rectify the issue. The complaint will also be recorded in Consultation Manager (or similar) program.

#### 5.1.5 COMPLAINTS RECEIVED BY THIRD PARTIES

If a complaint is lodged with a local Council, the EPA, or CleanCo details of that complaint may be forwarded to ACCIONA.

ACCIONA 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 MacIntyre or Karara Wind Farm and the complainant consents to ACCIONA investigating the complaint, 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 MacIntyre or Karara 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.

#### 5.1.6 NOISE COMPLAINTS DURING OPERATIONS

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 relates to the operation of the wind farm.

## PLAN

### COMPLAINT INVESTIGATION AND RESPONSE

For those complaints that potentially relate to the operation of the wind farms ACCIONA will refer to information (where available) including:

- The noise emission limitations
- Predictive noise modelling endorsed under the Planning Permit
- Pre-construction noise monitoring data at the complainant's house or at a relevant nearby location that has been reviewed by an Auditor appointed under the Environmental Protection Act 1970
- Post-construction noise monitoring data that has been reviewed by an Auditor appointed under the *Environmental Protection Act 1970*

The complainant will be advised of the findings of this investigation. If the investigation concludes with a reasonable level of certainty that the noise levels at the noise complainant's house are likely to comply with the noise limits set out in the Planning Permit, no further action will be undertaken.

If the investigation does not provide an adequate indication of noise compliance being achieved at the complainant's house, then noise monitoring may be undertaken.

If ACCIONA and the complainant agree to undertake noise monitoring, that noise monitoring will be undertaken generally in accordance with relevant principles of NZS6808:2010 and Condition 22 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 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.

ACCIONA will provide information to the complainant about the noise monitoring process. ACCIONA will also provide and discuss the results of any noise monitoring undertaken with the 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.

If it is confirmed breaches of the NZS 6808:2010 noise limits have been experienced, ACCIONA will rectify the breach (e.g. through the implementation of noise reduction strategy of the wind farm).

#### 5.1.7 SHADOW FLICKER COMPLAINTS

Upon receipt of a complaint related to shadow flicker, complainants will be asked for details of the timing and duration of the shadow flicker, and weather conditions at the time of observation.

When the complainant's property is within one and a half kilometres of a turbine, a shadow flicker assessment will be undertaken.

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

## PLAN COMPLAINT INVESTIGATION AND RESPONSE

### 5.1.8 TELECOMMUNICATIONS RECEPTION AND INTERFERENCE COMPLAINTS

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

When the complainant's dwelling is within five 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 MacIntyre or Karara Wind Farm.

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

After two years of operation of the MacIntyre and Karara Wind Farm, any impacts on television and radio reception should have been identified and rectified. New television reception complaints will not be investigated after two years of operation unless the resident has previously submitted a complaint.

### 5.1.9 RESOLVE AND CLOSE

ACCIONA will communicate the outcome of the complaint using the most appropriate method. ACCIONA 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, the Community Relations Coordinator will close out the complaint.

If the complaint cannot be resolved by ACCIONA 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.

### 5.1.10 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.

A report including a reference map of complaint locations, and outlining complaints, investigations and remediation actions will be provided on an annual basis to the satisfaction of the Department of State Development, Manufacturing, Infrastructure and Planning ([windfarms@dsmip.qld.gov.au](mailto:windfarms@dsmip.qld.gov.au)) on request.



## PLAN

### COMPLAINT INVESTIGATION AND RESPONSE

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#### 5.1.1.11 REVIEW PROCESS

ACCIONA 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

#### 5.2 ADMINISTRATION

##### 5.2.1 TRAINING

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

##### 5.2.2 CUMULATIVE IMPACT

In the event another wind farm facility constructs a turbine within 3km of a turbine associated with the MacIntyre and Karara Wind Farms, agreed protocols will be developed with the other wind energy facility operator for:

- Recording and responding to complaints from dwellings which may be affected by noise from the wind energy facilities.
- Agreed response measures with the other wind energy facility operator for impact mitigation measures, including turbine shutdowns or noise management pending resolution of complaints.

## PLAN COMPLAINT INVESTIGATION AND RESPONSE

### 6. RELATED DOCUMENTATION

CODE	TITLE
	Lane, T & Hicks, J (2014) Best practice community engagement in wind development
	Standards Australia & Standards New Zealand (2014) AS/NZS 10002:2014 Australia/New Zealand Standard, Guidelines for complaint management in organizations
	Office of the National Wind Farm Commissioner (2019) Annual Report to the Parliament of Australia

**NOTE:** Complete the table with the documentation, legislation, regulations, etc. that is relevant to the document.

### 7. RECORD OF CHANGES

REV.	DATE	DESCRIPTION
01	28/10/2020	Initial release