

## Mt Fyans Wind Farm Complaints Management Procedure

Mt Fyans Wind Farm (Woolnorth Renewables) are committed to managing complaints with openness and transparency and have developed this complaint management policy with these values in mind.

We understand that not only does the public have a right to make a complaint about project activities, communications, decision-making, and actions taken, but that complaints are valuable feedback on how we can improve in these areas.

### Scope

This policy applies to Mt Fyans Wind Farm project staff and contractors carrying out services on our behalf.

### Objectives

This policy aims to:

- Establish an open and transparent complaint handling process.
- Outline the timeframes for acknowledging and resolving complaints.
- Clarify the roles and responsibilities of project staff in complaint handling.
- Ensure staff handle complaints fairly and objectively.
- Outline how complaint data is recorded and analysed to improve future outcomes.

### Definitions

**Complaint:** an expression of dissatisfaction with the quality of an action taken, decision made, or service provided by us or our contractors.

**Complainant:** a person who has made a complaint to us or our contractors.

Security of Personal Information. [is there a definition missing here?]

### Guiding principles

Our complaint management policy is underpinned by the following principles:

1. **Enabling complaints** - stakeholders are able to make a complaint via multiple channels.
2. **Responding to concerns** - take the action necessary to resolve the complaint where reasonable.

3. **Learning and improving** - review complaints to understand issues and improve where applicable.

#### **Enabling complaints:**

- We understand that complaints are valuable feedback on how we are undertaking our works, as such, complaints are valued for learning and continuous improvement opportunities.
- Acknowledging that everyone's right to make a complaint is important, we will ensure that staff provide assistance to those with extra needs to navigate the complaints process.
- We are transparent in the complaints process and make it clear how complainants can make a complaint, how complaints are handled and when complainants can expect a response.
- Complaints that relate to our works programs, conduct, consultation processes and dealings with the community will be investigated in full. In circumstances where complaints relate to third parties, we can provide advice as to more appropriate channels for raising concerns.

#### **Responding to concerns:**

- Complaints are assessed on merit and explored impartially by staff. Responses to complaints are returned within established timeframes.
- **Privacy** is maintained by handling complaints according to privacy laws and relevant legislation.

#### **Learning and improving:**

- We are accountable for our decision-making and complaint handling performance and provide explanations and reasons for decisions relating to complaints.
- We act on and learn from complaint data and trends, we use data to identify problems and improve services.

#### **Roles and responsibilities**

**Frontline staff** - receive and acknowledge receipt of the complaint, providing the complainant with a timeframe for investigation and response. Staff member will then investigate the complaint in collaboration with relevant team member when applicable.

**Stakeholder Managers** - review the complaint response and approve or ask for amendments if necessary.

**Project Director** - review complaint if/when stakeholder is unsatisfied with the initial response provided. Consult with wider team and legal team if necessary.

## How to make a complaint

A person can make a complaint in a number of ways.

**Mail:** Level 1, 59 Cameron St, Launceston TAS 7250

**Phone:** 1800 325 079

**Email:** [info@mtfyanswindfarm.com.au](mailto:info@mtfyanswindfarm.com.au)

**Website:** <https://mtfyanswindfarm.com.au/contact/>

## Accessibility

We understand that some people may require assistance in order to make a complaint.

The National Relay Service can be contacted using the information below:

**Website:** [relayservice.gov.au](http://relayservice.gov.au)

**Telephone:** Relay Service Helpdesk 1800 555 660

**TTY users:** 1800 555 630 and ask for 1800 340 340

**Email:** [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)

## Complaint handling procedure

We manage complaints using a four-tiered approach:

1. **Complaints are lodged** via phone, email, in some instances, face-to-face
2. **Staff investigate** the complaint and respond as quickly as possible
3. If the complainant is unsatisfied with the response, the complaint can be **reviewed internally** by senior staff
4. If the complainant remains unsatisfied, a complaint can be **reviewed externally** with the National Wind Farm Commissioner.

## Frontline resolution:

- We will acknowledge receipt of complaint within two business days.
- Frontline staff will receive the complaint, clarify the complaint details and outcomes sought by the complainant.
- Frontline stakeholder engagement staff will assess the complaint and identify who within the team is best placed to assist with the response to the complaint.
- If we are not the correct organisation to respond to the complaint, we will advise the complainant of why this is the case, and who is the correct organisation to contact.

**Investigation:**

- The staff member handling the complaint will advise the complainant who the contact person is for their complaint and when a response can be expected.
- Staff handling the complaint will aim to initiate a resolution as quickly as possible and within 14 business days of receipt.
- If a complaint will take longer than 14 business days to be resolved, then the staff member will contact the complainant prior to this time and advise of why an extension is needed and establish a new deadline for response.
- The staff member responsible for handling the complaint will write to the complainant to advise them of the outcome. The response to the complaint will contain reasons for the decision made and provide contact details for how to launch an internal review if the complainant is dissatisfied with the outcome.

**Internal review:**

- If a complainant is unsatisfied with the outcome of a complaint, they can ask for the decision to be reviewed internally.
- An internal review will be conducted by our Development Director and, where required, our legal team.
- An outcome to the internal review will be provided in a letter and will detail the reasons that the outcome was provided.
- If the complainant remains unsatisfied with the outcome, our letter will explain how the complainant can lodge a claim with the National Energy Infrastructure Commissioner.

**External review:**

- The National Energy Infrastructure Commissioner will advise us of the outcome of his review and any required next steps.
- The Commissioner will determine when a complaint is closed.
- A complaint is considered closed when Mt Fyans Wind Farm (Woolnorth Renewables) or the National Energy Infrastructure Commissioner has addressed the complaint or when there remain no further options for review.

**Remedies**

In the event that we have made an error, we will take steps to redress the situation. Possible remedies include but are not limited to:

- An explanation of why the error occurred and the steps taken to prevent it happening again.

- A reversal of a decision if possible, taking circumstances into account.
- Providing the means of redress requested by the complainant.
- An apology to the complainant.

### **Privacy**

When gathering information to respond to a complaint, we will only:

- Use it to handle the complaint or to address systemic issues arising from the complaint.
- Disclose it in a de-identified format when disclosing data to the public.
- Share it with staff on a need to know basis.

### **Recording complaints**

Complaints are recorded in our stakeholder management database.

When a complaint is received, it is recorded on the complainant's profile and classified as a complaint. An action is raised and assigned to the staff member that is handling the complaint.

The action raised will be issued a deadline that reflects the 14-business day period of response from receipt of the complaint.

We record the following information for each complaint:

- The complainant's name.
- How the complaint was received.
- A description of the complaint.
- The complainant's desired outcome (if known).
- The staff member responsible for handling the complaint (the assignee).
- Any action taken, including contact with the complainant, response times and the outcome.
- When the complaint/solution was initiated/finalised.
- Classifications of the issue which launched the complaint.

### **Multiple complaints by a complainant**

Multiple complaints from a single complainant within a short period of time or relating to the same topics will be treated as one complaint.

## **Reporting on performance**

To measure our complaints performance, we measure the following key performance indicators:

- Number of complaints received.
- Top issues recorded against complaint data.
- Performance of responses provided against set response timeframes.
- Number of changes made to processes and procedures as a result of complaints.

## **Unreasonable complaint conduct**

Most complainants who lodge a complaint act reasonably and responsibly in their interactions even when experiencing distress, frustration and anger about their complaint. However, in a very small number of cases some complainants may behave in ways that are inappropriate and unacceptable towards our staff. When complainants behave in these ways we consider their conduct to be 'unreasonable'.

Unreasonable conduct is any behaviour by a complainant which, because of its nature or frequency raises health, safety, resource or equity issues for the project, our staff, or other stakeholders.

We will generally manage unreasonable conduct and/or complaints by limiting or adapting the ways that we interact with complainants by restricting who they can conduct and what issues can be raised with us. Complainants in this situation will be notified in writing that we consider their complaint conduct unreasonable and how we will manage their complaint going forward. If behaviour is significantly unreasonable, we will terminate all communications.