



Gunning Wind Farm

Complaint and Evaluation Plan



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

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1. Purpose

This document outlines the complaint and evaluation process for the Gunning Wind Farm.

2. Scope

This document applies to the Gunning Wind Farm an Australian based subsidiary of Acciona Energy Global SA and Acciona International SA (Acciona Energy).

3. Definitions

Term	Definition
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 Energy, 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 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. Procedure

5.1. Introduction

All complaints and enquiries received from the community and project neighbours, regarding the operation of the Gunning Wind Farm, will be taken seriously by Acciona Energy. Acciona Energy 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 Coordinator in conjunction with the Site Manager, is responsible for ensuring all complaints are processed in accordance with this process.

5.2. Receive

Enquiries and complaints can be directed to Acciona Energy through:

Phone (Community Hotline)	1800 283 550
Email	energy.community.relations.au@acciona.com
Mail	Acciona Energy PO Box 24110 Melbourne VIC 3001

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 Energy will promote these contact methods through its website and all other communication methods associated with the Gunning Wind Farm.

Feedback can be about:

- Any perceived impact from our operations; and
- Our practices and processes.

Acciona Energy will not acknowledge or respond to:

- Feedback sent for the sole purpose of harassment, and
- 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.

5.3. Records and Register

Acciona Energy will record and register all enquiries and complaints in the webbased tool, [Consultation Manager](#), as well as determine an appropriate response, within three working days of receiving it.

All details received from the stakeholder / complainant 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

- who was affected, if the complainant is representing another person or group
- date and time of the environmental incident or alleged environmental incident
- 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 assessed; and a responsible person will be nominated to resolve the complaint.

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

5.4. Investigate and Respond

Acciona Energy will investigate enquiries and complaints and determine an appropriate response within three 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 Energy.

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

Complaints that relate to significant matters such as permit or legal breaches, must be immediately referred to the Manager Health, Safety, Environment and Quality.

5.4.1. Complaints Received by Third Parties

If a complaint is received by local Council, 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 – 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 Gunning Wind Farm – and the complainant consents for Acciona Energy 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 Gunning Wind 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.

5.4.2. Operational Noise Complaints

Upon receipt of a noise complaint, Acciona Energy 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 Energy will assess complaints considering the proximity of the residence to the wind farm and correlation between the timing, weather conditions, and operational elements.

If the assessment indicates that the Gunning Wind Farm may not demonstrate compliance with the conditions of the planning permit, relevant results and circumstances will be investigated. If required, Acciona Energy will undertake noise monitoring to confirm compliance.

5.4.3. Shadow Flicker Complaints

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

5.4.4. Telecommunications Reception and Interference Complaints

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

If necessary, Acciona Energy will arrange for an experienced telecommunications technician to undertake a qualitative survey at the property to establish if there has been any detrimental increase in interference with reception caused by the wind farm.

All complainants assessed by the independent technician to be legitimate, will have their television and radio reception restored.

5.5. 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 Energy will communicate the outcome of the enquiry or complaint using the most appropriate method. Acciona Energy 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.

5.6. Process Review

Acciona Energy will review this Complaints and Evaluation Process at least every five years to ensure it is adequate for the operation of the Gunning Wind Farm.

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

6. Records

- Gunning Wind Farm Planning Permit

7. Related Documentation

Document Number	Document Title
none	GWF Operations Environmental Management Plan
GAE07017	Management of Projects Social Impact

8. Record of Changes

Rev.	Date	Description
r01	17/12/2019	Initial release