



Aldoga Solar Farm

Complaint Investigation and Response Plan

Rev 03



PLAN

ALDOGA SOLAR FARM - COMPLAINT INVESTIGATION AND RESPONSE

CONTROL

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The signed original is kept by **ACCIONA**.

RECORD OF CHANGES

REV.	DATE	DESCRIPTION
01	29/06/21	First draft
02	28/03/23	Final
03	13/07/2023	Revision – amendment of response timeframe to two working days

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1. PURPOSE

Write. All complaints received from the community and project neighbours, regarding the construction and operation of the Aldoga Solar Farm, will be treated in a respectful and courteous manner and be taken seriously by ACCIONA Energia.

ACCIONA is committed to:

- Providing an accessible avenue for people to raise complaints.
- Ensuring all complaints are managed fairly, promptly, sensitively and efficiently.
- The complaint management will be in accordance with Privacy legislation and principles and AEAG's policy.

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 solar energy facility.

The register and complaints response process shall continue for the duration of the operation of the solar energy facility and must be made available to the Coordinator General (sdainfo@coordinatorgeneral.qld.gov.au) for the duration of the operation of the wind 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 Coordinator in conjunction with the responsible Project Manager, are accountable for ensuring all complaints are managed in accordance with this plan.

3. DEFINITIONS

TERM	DEFINITION
Acciona Energia	The company or organisation responsible for operating the Aldoga Solar Farm.
Aldoga Solar Farm	The Aldoga Solar Farm, a proposed 480MW solar photovoltaic (PV) facility, is to be located approximately 20 km north-west of Gladstone on the central Queensland coast.

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TERM	DEFINITION
EDQ	ACCIONA has signed an agreement to lease the land from Economic Development Queensland (EDQ) for the purposes of constructing and operating the Aldoga Solar Farm for a period of 30 years.
Community Relations Co-Ordinator	The employee of the company or organisation responsible for engaging with members of the public and managing the complaint investigation and response process.
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

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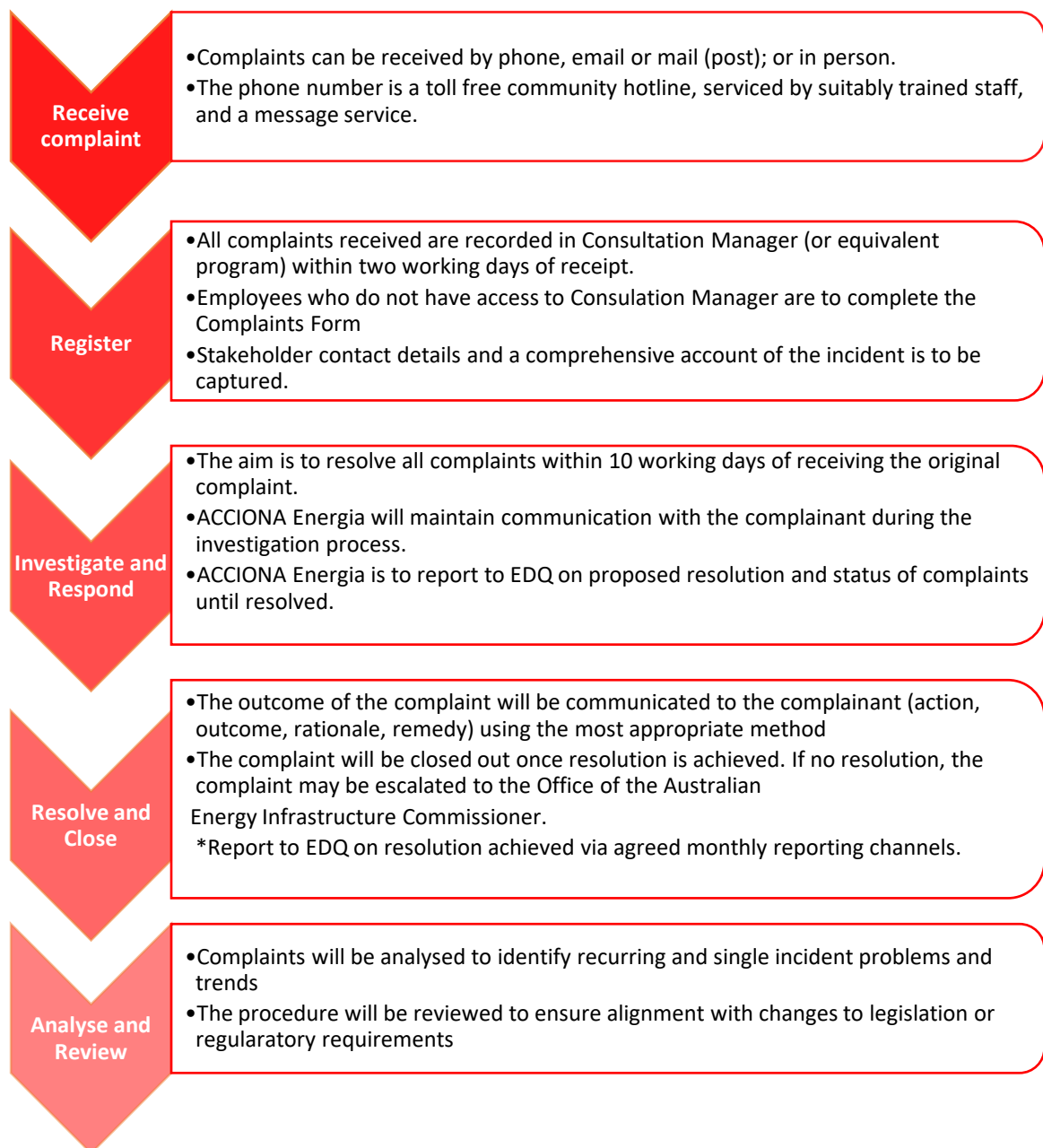
4. RESPONSIBILITIES

Responsibilities are outlined within the body of the document.

5. DESCRIPTION

5.1. COMPLAINT MANAGEMENT PROCESS

ACCIONA Energia 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

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5.2. RECEIVE COMPLAINT

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

In person:	Acciona Energia Shopfront (once set-up) Suite 2, 93 Goondoon Street, Gladstone, 4680 Queensland
Community Hotline:	1800 283 550
E-Mail:	Aldoga.au@acciona.com
Mail:	ACCIONA Energia Attn: Senior Community and Stakeholder Liaison Level 10, 157 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 Energia will promote these contact methods through its newsletters, website and other suitable communication methods associated with the Aldoga Solar Farm.

5.3. REGISTER

ACCIONA Energia 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;
- the date and time of the contact;
- the nature of the complaint;
- the location and time of the incident / issue;
- 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.

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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 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 EDQ; and the Coordinator General (sdainfo@coordinatorgeneral.qld.gov.au) on request.

5.4. INVESTIGATE AND RESPONSE

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

ACCIONA Energia 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.

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

5.5. COMPLAINTS DURING CONSTRUCTION

Complaints received during the construction phase will be directed to and / or reported within two working days to the ACCIONA Energia 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.

The ACCIONA Energia representative responsible for Site Health, Safety and Environment issues will be made aware of all complaints relating to potential environmental or safety incidents. ACCIONA Energia 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.

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5.6. COMPLAINTS RECEIVED BY THIRD PARTIES

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

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

5.7. RESOLVE AND CLOSE

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

If the complaint cannot be resolved by ACCIONA Energía to the satisfaction of the complainant, the complaint may be escalated to the Office of the Australian Energy Infrastructure Commissioner for further review and investigation.

The resolution and status of all complaints will be report to EDQ as per agree reporting requirements.

5.8. 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.

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 Coordinator General (sdainfo@coordinatorgeneral.qld.gov.au) on request.

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5.9. REVIEW PROCESS

ACCIONA Energia 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; and
- Suitability to achieve complaint management objectives.

5.10. ADMINISTRATION

5.11. TRAINING

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

6. APPENDIX

NA

7. RELATED DOCUMENTATION

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

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