

PLANNING AND ENVIRONMENT ACT 1987  
PLANNING SCHEME BULOKE  
PERMIT NO. PA1700200  
ENDORSED PLAN  
SHEET 1 OF 9  
SIGNED S. Menzies FOR  
MINISTER FOR PLANNING  
DATE: 15/5/18

ENDORSED TO COMPLY  
WITH CONDITION  
42  
OF PLANNING PERMIT  
PA1700200

## Yawong Wind Farm

# Complaint Investigation and Response Plan

Prepared by:

Yawong Wind Farm Pty Ltd

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## Revision History

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V2	Reissue to Minister for Planning incorporating the following amendments: <ul style="list-style-type: none"> <li>• Minor amendments to Section 4;</li> <li>• Minor amendments to Section 5;</li> <li>• Minor amendments to Section 6;</li> <li>• Addition of Section 7.</li> </ul>	09/05/2018	SS	PL	PL

## Circulation

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## 1 Summary

Under the provisions of the Yawong Wind Farm Planning Permit (PA1700200), the project proponent, Yawong Wind Farm Pty Ltd (YAW), is required to prepare a Complaint Investigation and Response Plan. The purpose of this document is to address this requirement by detailing procedures by which the Yawong Wind Farm will ensure complaints received during construction and operation of the wind farm are treated in accordance with the requirements of the Planning Permit and Australian/New Zealand Standard AS/NZS 10002:2014 – *Guidelines for complaint management in organisations*.

## 2 Permit Compliance Summary

This Complaint Investigation and Response Plan details how YAW will satisfy Permit Condition No. 42, 43, 44, 45, 46 and 47 of Planning Permit PA1700200. The table below summarises how the plan achieves this outcome.

**Table 1: Permit Conditions**

No	Condition	How/Where Addressed
42	<p>Before development starts, a Complaint Investigation and Response Plan must be submitted to the Responsible Authority for endorsement. Once endorsed, the plan will form part of this permit.</p> <p>The Complaint Investigation and Response Plan must:</p> <ul style="list-style-type: none"> <li>a. respond to all aspects of the construction and operation of the wind farm</li> <li>b. be prepared in accordance with <i>Australian/New Zealand Standard AS/NZS 10002:2014 – Guidelines for complaint management in organisations</i></li> <li>c. include a process to investigate and resolve complaints (different processes may be required for different types of complaints).</li> </ul>	Sections 4, 5, 7
43	<p>The endorsed Complaint Investigation and Response Plan must be implemented to the satisfaction of the Responsible Authority and be publicly available online. The endorsed Complaint Investigation and Response Plan must not be altered or modified without the written consent of the Responsible Authority.</p>	Section 4 and 5

44	<p>Before the development starts the following information must be made publicly available and readily accessible from the wind farm project website to the satisfaction of the Responsible Authority:</p> <ul style="list-style-type: none"> <li>a. a copy of the endorsed Complaints Investigation and Response Plan</li> <li>b. a toll free telephone number and email contact for complaints and queries to the wind farm operator</li> </ul>	Section 5
45	<p>Before the development starts, a Complaints Register must be established which records:</p> <ul style="list-style-type: none"> <li>a. the complainant's name and address (if provided), including (for noise complaints) any applicable property reference number contained in the report titled Yawong Wind Farm Noise Assessment prepared by Marshall Day Acoustics dated 28 October 2016</li> <li>b. a receipt number for each complaint, which must be communicated to the complainant</li> <li>c. the time and date of the incident, and the prevailing weather and operational conditions at the time of the incident</li> <li>d. description of the complainant's concerns, including (for a noise complaint) the potential occurrence of special audible characteristics</li> <li>e. the process for investigating the complaint, and the outcome of the investigation, including: <ul style="list-style-type: none"> <li>i. the actions taken to resolve the complaint</li> <li>ii. for noise complaints, the findings and recommendations of an investigation report undertaken in accordance with the endorsed Noise Management Plan.</li> </ul> </li> </ul>	Sections 4 and 5
46	<p>All complaints received must be recorded in the Complaints Register.</p>	Sections 5
47	<p>The complete copy of the Complaints Register must be provided, along with a reference map of complaint locations, to the Responsible Authority on each anniversary of the date of this permit and at other times on request.</p>	Section 6

### 3 Overview of the Project, Project Construction and Ongoing Wind Farm Operation.

The Yawong Wind Farm will consist of two 3.6 MW wind turbines located on Yeungroon-Coonooer Rd, Coonooer Bridge, Victoria. These turbines will be connected to an overhead 22 kV line that runs along Yeungroon-Coonooer Rd externally to the site. As all cabling will be run underground the wind farm will not result in additional overhead power lines. Due to the relatively small size of the project a switchyard will not be required. Instead a small control building will house the electrical equipment required to connect the wind farm to the grid.

Construction of the wind farm will take approximately 6 – 8 months. There are three main stages to the construction process, starting with construction of the access tracks, hardstands, foundations and underground cabling. Stage two sees the turbines delivered and installed using specialised cranes and highly skilled operators. The final stage involves commissioning and testing the wind farm, and connecting it to the electricity grid so that the export of energy can begin.

The turbines will be fully commissioned and operating by October 2018, at which point they will become subject to twice yearly maintenance visits. On these occasions, a single standard passenger vehicle will visit the site over two days during which maintenance staff will carry out routine maintenance.

In the rare event of a malfunction that cannot be remedied remotely, service staff will visit the site to carry out repairs. Depending on the nature of the fault, this may require the use of larger vehicles up to and including a crane, in which case nearby residents, Council and VicRoads will be consulted at the time.

### 4 Australian/New Zealand Standard AS/NZS 10002:2014 – *Guidelines for complaint management in organisations*

Complaints will be managed in accordance with Australian/New Zealand Standard AS/NZS 10002:2014 – *Guidelines for complaint management in organisations*. The following procedures have been adopted from EPA Publication 1254 in conjunction with AS/NZS 10002:2014:

- Prior to the commencement of construction YWF will contact nearby residents by mail to inform them about the construction process and the process for making a complaint see—AS/NZS 10002:2014 Appendix A, A2;
- YWF will appoint a principal contact person for community queries, namely the project manager see—AS/NZS 10002:2014 Appendix A, A3;
- YWF will provide contact details through the project website, newsletters and site signage see—AS/NZS 10002:2014 Appendix A, A2; and
- YWF will record complaints in accordance with the complaint response procedure outlined in in this document see—AS/NZS 10002:2014 Appendix A, A6-A10.

### 5 Procedure for Receiving, Investigating and Responding to Complaints

YAW will receive and respond to complaints as per the procedures outlined below.

### 5.1 Timing of Responses to Complaints Received

YWF will investigate enquiries and complaints and determine an appropriate response within 5 working days of receiving the complaint. Outcomes of complaint investigations will be communicated to the complainant within 15 working days of receiving the original complaint, except where further investigations are required, in which case the outcomes will be communicated to the complainant when those investigations are complete—see AS/NZS 10002:2014 8.7.2 and Appendix A, A3-A8. At any time during this process a stakeholder may obtain feedback on the status of their complaint by contacting YWF and quoting the receipt number issued. YWF will maintain communication with the complainant (and third parties where applicable) during the further investigations, particularly where progress may have been delayed.

### 5.2 Receipt of Complaints by YAW

Any complaint regarding the wind farm will be directed to YWF through the following channels:

- Toll free telephone number: 1800 980 710;
- Project email address: feedback@yawongwindfarm.com.au; and
- Project mailing address: 5-73A Rupert St, Collingwood.

These contact details will be included in pre-construction correspondence with nearby residents, displayed on signage located at the site entrance on Yeungroon – Coonooer Rd, and will be shown on the YWF website. Complaints received during the construction phase will be directed to the YWF Project Manager as per the procedure outlined in this plan.

### 5.3 Complaints Received via Third Parties

If a complaint is received by Council, DEWLP or the EPA, details of that complaint may be forwarded to YAW. YAW will consult with the third party and with the complainant in order to determine if the complaint will be assessed in accordance with the Complaints Procedure outlined in this document. If it is agreed that the complaint received by a third party is related to the construction and the complainant consents for YAW to investigate, then the complaint will be assessed in accordance with the Complaints Procedure outlined in this document. If the complaint received by a third party is not deemed to be related to YAW, the third party will retain responsibility for investigating that complaint.

### 5.4 Complaint Documentation Procedure

The following complainant information will be used to document each complaint received:

- The complainant's name;
- Any applicable property reference number if connected to a noise background testing location;
- The complainant's address;
- A receipt number for each complaint which is to be communicated to the complainant;
- The time, prevailing conditions and description of the complainant's concerns including the potential incidence of special audible characteristics (for a noise complaint); and
- Any other details regarding the specific nature of the complaint to enable it to be clearly recorded, and to enable subsequent investigation and assessment by YAW or any other third party.

These details will be recorded in a single database by YAW which will be made available to the Responsible Authority upon request.

### 5.5 Complaint Receival Incident Register and Documentation Table

Complaints received will be documented using the table below in order to capture the complaint information outlined in PA1700200 Condition 45.

**Table 2: Complaint Receival Incident Register and Documentation Table**

Complaint Receival Incident Register and Documentation Table	
Complainant Name	
Applicable property reference number (if noise complaint)	
Complainant's address	
Complaint receipt number	
Date, time and prevailing weather conditions (if known)	
Description of complainant's concerns including the potential incidence of special audible characteristics (if noise complaint)	
Any other details regarding the specific nature of the complaint	
Complaint recipient (i.e. employee name)	

### 5.6 Complaint Investigation, Evaluation and Response Procedures

For the purposes of all complaint evaluation the following evaluation procedure will apply:

- Details of complainant and complaint will be recorded and forwarded to the YWF Project Manager using the table shown above;
- The complainant will be provided with the receipt number of their complaint;
- The YWF Project Manager (or their appointed intermediary) will attempt to make contact with the complainant within 5 business days of the date of the complaint, as per AS/NZS 10002:2014 8.3, 8.7.3;
- In consultation with the complainant, the YWF Project Manager (or their appointed intermediary) will attempt to resolve the complaint, as per AS/NZS 10002:2014 8.7.3-4;
- If following this the complaint remains unresolved the YWF Project Manager (or their appointed intermediary) will engage an experienced independent specialist to investigate the complaint and develop a remediation plan; and
- If following this the complaint remains unresolved the YWF Project Manager (or their appointed intermediary) will forward information pertaining to the complaint, together with the investigation of the independent specialist, to the Responsible Authority and seek guidance on the matter.



## 5.7 Informing the Public of the Complaint Investigation and Response Process

Information about the YWF complaints process will be made readily available, written in plain English and disseminated to nearby residents via the project website, newsletters and site signage, as per AS/NZS 10002:2014 8.1

Information made publicly available by YWF about its complaint management system will include:

- Where complaints can be made;
- How complaints can be made;
- When complaints can be made;
- When acknowledgement of complaints can be expected;
- What information should be provided by the complainant;
- The YWF process for handling complaints;
- How the complainant can obtain feedback on the status of their complaint; and
- The contact details of any relevant government agencies or authorities (i.e. Local Council, EPA, DELWP Environment, etc.).

## 6 Annual Report Issued to the Responsible Authority

A report including a reference map of complaint locations, and outlining complaints, investigation and remediation actions will be provided on an annual basis to the satisfaction of the responsible authority, as per AS/NZS 10002:2014 Appendix C.

The report provided annually by YWF will detail:

- An outline of any complaints received during 12-month period;
- Complaint locations outlined on a map;
- The investigative actions undertaken in response to the complaint;
- The remediation actions undertaken in response to a complaint investigation and response; and
- Any additional information relative to the complaint investigational and response process.

## 7 Complaint Investigation and Response Plan Reference Document

Complaints will be managed in accordance to Australian/New Zealand Standard AS/NZS 10002:2014 – *Guidelines for complaint management in organisations*. This CIRP is intended to be used in conjunction with AS/NZS 10002:2014 and where applicable reference to specific items and clauses within the standards have been provided.