

**PLANNING and ENVIRONMENT ACT
CORANGAMITE PLANNING SCHEME**

**PERMIT NO. PA1600139-A
CONDITION 51
ENDORSED PLAN
Sheet 1 of 9**

Signed:  for
MINISTER FOR PLANNING
Date: 10/02/2020

Ferguson Wind Farm

Complaint Investigation and Response Plan

Prepared by:

Ferguson Wind Farm Pty Ltd

January 2020

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PERMIT NO. PA1600139-A

CONDITION 51

Approved PLAN

Sheet 2 of 9

Signed:  **for**
MINISTER FOR PLANNING
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Revision History

Rev	Reason for Revision	Date	Prepared	Reviewed
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#2	Issue to Minister for Planning	10/01/20	EG/MB	TB
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#1	Ella Guthrie, BayWa r.e. Wind Tiago Brandao, BayWa r.e. Wind Peter Lausberg, BayWa r.e. Wind Sam Mason, DELWP – Planning	Issue to Minister for Planning	19/02/19	Electronic
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#3	Tiago Brandao, BayWa r.e. Wind Fiona Cotter, Energy Forms Peter Lausberg, BayWa r.e. Wind Sam Mason, DELWP – Planning	Issue to Minister for Planning	24/01/20	Electronic

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1 Summary

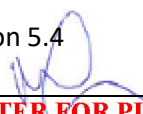
Under the provisions of the Ferguson Wind Farm Planning Permit (PA1600139-A), the project proponent, Ferguson Wind Farm Pty Ltd (FER), is required to prepare a Complaint Investigation and Response Plan. The purpose of this document is to address this requirement by detailing procedures and measures by which the Ferguson Wind Farm will ensure potential impacts associated with the construction of the proposed wind farm are managed in accordance with the requirements of the Planning Permit.

2 Permit Compliance Summary

This Complaint Investigation and Response Plan details how FER will satisfy Permit Conditions No. 51, 52, 53, 54, 55 and 56 of Planning Permit PA1600139-A. The table below summarises how the plan achieves this outcome.

Table 1: Permit Conditions

No	Condition	How/Where Addressed
51	Before development starts, a Complaint Investigation and Response Plan must be submitted to, and approved by, the responsible authority. When approved, the plan will be endorsed and will form part of this permit. The Complaint Investigation and Response Plan must:	N/A
51a	Respond to all aspects of the construction and operation of the wind farm.	Section 5
51b	Be prepared in accordance with Australian/New Zealand Standard AS/NZS 10002:2014 – Guidelines for complaint management in organisations.	Section 4
51c	Include a process to investigate and resolve complaints (different processes may be required for different types of complaints).	Section 5.5
52	The operator must implement the endorsed Complaint Investigation and Response Plan to the satisfaction of the responsible authority. The endorsed Complaint Investigation and Response Plan must not be altered or modified without the written consent of the responsible authority.	N/A
53	The operator must publish the following information on its website:	N/A
53a	A copy of the endorsed Complaints Investigation and Response Plan.	Section 5
53b	A toll-free telephone number and email contact for complaints and queries to the operator.	Section 5.2

53c	Details of the appropriate council contact telephone number and email address (where available).	PERMIT NO. PA1600139-A Section 5.4 CONDITION 51 ENDORSED PLAN Sheet 5 of 9
54	Before development starts, a Complaints Register must be established which records:	Section 5.4 Signed:  for MINISTER FOR PLANNING Date: 10/02/2020
54a	The complainant's name and address (if provided), including (for noise complaints) any applicable property reference number contained in the report titled Ferguson Wind Farm: Pre-Development Noise Assessment, by Marshall Day Acoustics, dated 23 March 2018.	Section 5.4
54b	A receipt number for each complaint, which must be communicated to the complainant.	Section 5.4
54c	The time and date of the incident, and the prevailing weather and operational conditions at the time of the incident	Section 5.4
54d	A description of the complainant's concerns, including (for a noise complaint) the potential occurrence of special audible characteristics.	Section 5.4
54e	The process for investigating the complaint, and the outcome of the investigation, including: <ul style="list-style-type: none"> i. The actions taken to resolve the complaint; and ii. For noise complaints, the findings and recommendations of an investigation report undertaken in accordance with the endorsed Noise Management Plan. 	Section 5.4
55	All complaints received must be recorded in the Complaints Register.	Section 5.4
56	A complete copy of the Complaints Register, along with a reference map of complaint locations must be provided to the responsible authority on each anniversary of the date of this permit, and at other times on request.	Section 6

3 Project Summary

The Ferguson Wind Farm will consist of three wind turbines with a nominal capacity of up to 4.5 MW located on Princetown Rd, Cooriemungle, Victoria. These turbines will be connected to an overhead 22 kV line that runs along Princetown Rd internally 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, two small control buildings 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.

During the operational period of the wind farm there will be very little activity on the site. The operation of the wind farm will not require anyone to be in attendance. Wind turbines automatically commence producing energy as the wind reaches a cut-in speed, and they likewise cease operating as soon as high wind speeds are reached. Energy produced is automatically fed into the local grid where it is utilised in the local area.

Like all modern wind farms, the Ferguson Wind Farm will be remotely monitored 24 hours a day by the chosen maintenance provider. Under a long-term maintenance agreement, routine scheduled maintenance will be undertaken on each turbine every six months. The maintenance function will be carried out by representatives of the selected turbine supply company. This maintenance will take approximately one day per turbine.

4 EPA Recommendations Regarding Construction and Operation

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

5 Procedure for Receiving, Investigating and Responding to Complaints

FER project manager will receive and respond to complaints as per the procedures outlined below. A copy of the endorsed Complaints Investigation and Response Plan will be publicly available on the project's website at www.fergusonwindfarm.com.au.

The FER project manager will be responsible for:

- Making stakeholders aware of the complaint process and how they can readily access it;
- Recording stakeholder complaints, both verbal and written, and seeking resolution within specified time frames;

- Maintain contact with third parties receiving complaints to determine whether any complaints have been lodged in relation to construction and/or operation of Ferguson Wind Farm;
- Maintaining contact with complainants and stakeholders during the investigation process;
- Reviewing the complaints received to assess any reoccurring issues to support continual improvement AS/NZS 10002:2014 9.7; and
- Preparation of compliance reports AS/NZS 10002:2014 Appendix A, A10

Signed:  for
MINISTER FOR PLANNING
Date: 10/02/2020

5.1 Timing of Responses to Complaints Received

FER project manager will investigate enquiries and complaints and determine an appropriate response as soon as practicably possible within 1 working days of receiving the complaint. 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, in which case the outcomes will be communicated to the complainant when those investigations are complete 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 FER and quoting the receipt number issued. FER 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 FER

Any complaint regarding FER will be directed to FER through the following channels:

- Toll free telephone number: 1800 980 710
- Project email address: feedback@fergusonwindfarm.com.au
- Project mailing address: 79-81 Coppin St, Richmond, VIC 3121
- Corangamite Shire Council phone: 03 5593 7100
- Corangamite Shire Council email: planning@corangamite.vic.gov.au

These contact details will be included in pre-construction correspondence with nearby residents, displayed on signage located at the site entrance on Princetown Rd, and will be shown on the FER website. All complaints received during construction and operation phase will be directed to the FER project manager.

5.3 Receipt of Complaints by Third Parties

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

5.4 Complaint Documentation Procedure

Upon receipt of a complaint, the following information will be stored on the Complaints Register:

- The complainant's name;
- Any applicable property reference number contained in the report titled "*Ferguson Wind Farm: Pre-Development Noise Assessment*" by Marshall Day Acoustics dated 23 March 2018, if connected to noise;
- The complainant's address;
- A receipt number for each complaint which is to be communicated to the complainant;
- The time, date and prevailing conditions and description of the complainant's concerns including the potential incidence of special audible characteristics (for a noise complaint);
- 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 FER or any other third party; and
- Complaint Recipient employee name.

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

5.5 Complaint Investigation, Evaluation and Response Procedures

After a complaint is received, the following evaluation procedure will apply:

- Details of complainant and complaint will be recorded and forwarded to the project manager within 1 business day of the day of the receipt of the complaint;
- The project manager (or their appointed intermediary) will make contact with the complainant within 1 business days of the date the complaint was received AS/NZS 10002:2014 8.3, 8.7.3;
- If the complaint relates to operational noise, it will be managed in accordance to the endorsed Noise Management Plan, i.e. a Noise Investigation Report will be prepared and, if required as per the terms of the Noise Management Plan, a Noise Remediation Plan will be produced;
- In all other cases, in consultation with the complainant, the project manager (or their appointed intermediary) will attempt to resolve the complaint and will communicate the outcome of the investigation to the complainant within 10 working days AS/NZS 10002:2014 8.7.3-4;
- If following this the complaint remains unresolved, the project manager (or their appointed intermediary) will within 15 working days engage an experienced independent specialist to investigate the complaint and develop a remediation plan; and
- If following this the complaint remains unresolved within 15 working days since the complainant received the remediation plan, the project manager (or their appointed intermediary) may escalate the complaint to the Office of the National Wind Farm Commissioner for further review and investigation.

5.6 Informing the Public of the Complaint Investigation and Response Process

Information about the 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/NZS 10002:2014 8.1.

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Information made publicly available by FER 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 FER 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

Unless no complaints have been received, 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/NZS 10002:2014 Appendix C.

The report provided annually by FER 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 Standard Reference

Complaints will be managed in accordance to Australian/New Zealand Standard AS/NZS 10002:2014 – *Guidelines for complaint management in organisations*. The FER 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.