



COMPLAINT INVESTIGATION AND RESPONSE PLAN

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Introduction

1.1 Purpose

The purpose of this plan is to ensure all enquiries and complaints are correctly recorded, evaluated, investigated and resolved as required. Delburn Wind Farm will:

- Promptly acknowledge complaints and keep the complainant informed of any progress, findings and outcome(s);
- Deal with complaints constructively and in a transparent and co-operative manner; undertake annual reviews and identify areas for improvement;
- Keep accurate records of the investigation process and communications with the complainant or representative making the complaint and any regulatory body that may require notification;
- Maintain positive relationships and encourage constructive, two-way communication with the community and external parties;
- Comply with the requirements of the planning permits issued for the Delburn Wind Farm by implementing this Complaint Investigation and Response Plan as approved and endorsed by the responsible authority.

1.2 Scope

This plan covers all activities under the operational control of Delburn Wind Farm during the development, construction, operational and decommissioning phases of the wind farm.

1.3 Definitions

- **Engagement Manager (EM)** - is the Delburn Wind Farm Community Engagement Manager.
- **Complainant** – a person or entity lodging or making a complaint.
- **Complaint** - Any expression of dissatisfaction with a real or perceived problem relating to Delburn Wind Farm or an element of the project under development, construction, operation or decommissioning. This may result when a member of the public believes Delburn Wind Farm has done something wrong, failed to do something it should have done, and/or acted outside legislative requirements or planning conditions/requirements.

A complaint will be recorded on a Delburn Wind Farm Complaint Form when it is received in writing or over the phone or when a complainant confirms that they would like to make an official complaint that consists of a written statement.

- **Unreasonable Complaint** - Unreasonable conduct by a complainant is any behaviour by a person that by its nature or frequency raises substantial wellbeing, health, safety, resource or equity issues for our organisation, employees, other service users and complainants and/or the complainant themselves. This includes uncooperative, aggressive, persistent, overly demanding and baseless complaints.

If a complainant's behaviour is or borders on unacceptable, they must be advised of the consequences of their behavior. Delburn Wind Farm staff have the agency to follow a different process to respond to an unreasonable complaint and this will be tailored to a degree to protect staff and resources. Different types of unreasonable conduct require different strategies. This may include alternative dispute resolution procedures and limiting access to the organization.

Unreasonable conduct by complainants is divided into five categories:

- Unreasonable persistence
 - Unreasonable demands
 - Unreasonable lack of cooperation
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- Unreasonable arguments
 - Unreasonable behaviours.
 - **Enquiry** – An expression of an opinion or a request for information that does not require further follow up or resolution of concerns beyond the provision of the requested information.

1.4 Relevant standards and documents

- Australian Standard / New Zealand Standard “Guidelines for Complaint Management in Organizations” (AS/NZ 10002:2014)
- The *Privacy Act 1998* (Cth)
- New Zealand Standard “Acoustics – The assessment and measurement of sound from wind turbine generators” (NZ 6808:2004)
- New Zealand Standard “Acoustics – Wind Farm Noise” (NZ 6808:2010)
- Environment Protection Act 2017 (Victoria)
- Wind Energy Facility Turbine Noise Regulation Guidelines (EPA Victoria Publication 2061)

1.5 Responsibility and Accountability

The Delburn Wind Farm Engagement Manager is responsible for:

- Managing the complaint investigation process;
- Meeting with complainants or representatives and recording the complaint;
- Co-ordination and communication of any complaints or enquiries lodged by the public:
 - Making information on complaint procedures publicly available on the website;
 - Publishing a toll-free telephone number and email contact for complaints and queries; and
 - Establishing a complaint register along with a published procedural diagram;
- Liaising with any relevant government bodies (i.e. Department of Transport and Planning, Environment Protection Authority, Victoria, Municipal Councils);
- Submitting this Complaint Investigation and Response Plan to the responsible authority along with any other relevant government bodies to ensure it is approved and endorsed (and amended from time-to-time as necessary); and
- Maintenance of all documentation and filing relating to complaints received including the Complaint Investigation and Response Plan, Complaints Register, Complaint Form, Complaint Noise Diaries and the Communications Register
- Ensuring review and audits of the Complaint Investigation and Response Plan are completed.

Delburn Wind Farm Senior Management are responsible for:

- Communicating any received complaints to the company Directors;
- Following up any required actions or controls that may arise following the complaint investigation;
- Assisting the company Directors with any operational aspects as required;
- Communicating with and managing suppliers or contractors where a complaint may be related to contractual issues;
- Providing or sourcing technical advice and support in relation to noise complaints and compliance issues; and

The Legal Team are responsible for:

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- Providing legal advice where required in relation to Delburn Wind Farm and the response to a complaint or issue; and
 - Assisting with the drafting of any agreements between community members and the Delburn Wind Farm.

The landowner and all contractors, including those who oversee the operations and management of the wind farm are responsible for:

- Notifying the Delburn Wind Farm Engagement Manager of any complaints received;
- Advising complainants on how and where they can record their complaint, eg. through the Engagement Manager, by making a free phone call or via the on-line website form;
- Adhering to any controls or actions put in place by Delburn Wind Farm to manage or mitigate the complaint.

1.6 Training and awareness

All Delburn Wind Farm employees and contractors who may receive a complaint will be familiar with the requirements and processes within this plan, in particular:

- Identifying if extra assistance is required for the complainant to accurately record or convey the complaint;
- How to acknowledge a complaint or enquiry
- The complaint management process;
- Communicating resolutions and / or mitigations;
- Complaint escalation paths; and
- Reporting requirements;
- The Engagement Manager and any nominated employees responsible for handling complaints will be required to complete training in conflict de-escalation and complaint resolution.

2 Enabling Complaints

2.1 Principles

This Complaint Investigation and Response Plan is based on the following principles:

- Delburn Wind Farm acknowledges everyone has a right to make a complaint and feedback from the community is valued;
- There will be no detriment to any complainant, and they will be treated with respect;
- Delburn Wind Farm will be transparent in how and where a complaint can be made;
- The complaints and enquiry process will be accessible for all;
- Under no circumstances will Delburn Wind Farm charge a fee for receiving and processing any enquiries and complaints.

2.2 Accessibility

The Delburn Wind Farm Complaints Process, Complaint Form and Privacy Policy can be viewed on the website at delburnwindfarm.au or by visiting the Delburn Wind Farm office at 66 Ridgway Mirboo North.

Information about the wind farm's complaints process can be made available in a range of formats and languages. The Complaint Investigation and Response Plan can be emailed or printed out and will be promoted via company updates, e-newsletters and other media and communications publications produced by the organisation.

The avenues provided for making a complaint are:

- In person 9am-5 pm Monday to Friday at the
 - Delburn Wind Farm Office, 66 Ridgway, Mirboo North
 - At a complainant's residence by appointment with the Engagement Manager
 - Telephone via free call 1800 676 428.
- Complaints can be submitted via email, post or website online 24 hours a day:
 - Email via contactus@delburnwindfarm.com.au
 - Post tot Delburn Wind Farm, 66 Ridgway, Mirboo North VIC 3871
 - Via the website Complaint Form at www.delburnwindfarm.au/complaints
- During construction, a sign promoting the complaints process and contact information will be placed at the Construction Operation Site Compound located at the corner of Smiths Road and Strzelecki Highway, Delburn.

3 Managing Complaints and Enquiries

3.1 Principles

Delburn Wind Farm will manage enquiries and complaints according to the following general principles:

- If a complaint relates to an emergency, it will be actioned in accordance to the Wind Farm's Emergency Response Plan
- Each complaint or enquiry will be acknowledged within two business days of its receipt;
- Each complaint or enquiry will be addressed in an objective, unbiased and equitable manner;
- Any information that identifies a person will be treated as confidential in accordance with privacy laws and ethical obligations;
- Policies, procedures and decisions will be communicated with relevant complainants and their representatives;
- Unreasonable Complaints or hostile complainants will be assessed and managed in accordance with the Complaint Investigation Code of Conduct (refer 3.3 below);
- The safety of our employees, contractors and representatives is a priority.
- This Plan will be made available to all Delburn Wind Farm employees and contractors handling complaints and they will be trained to appropriately receive, record and investigate complaints.

The Delburn Wind Farm Engagement Manager will determine at the outset if the contact is an *enquiry* or a *complaint* as there are different paths to resolution and closure for each submission. It may be necessary for the Engagement Manager to seek clarification from the complainant / representative to determine the correct path to follow. The Engagement Manager will advise the complainant of the outcome of the contact and either provide a Complaint Number or explain how their enquiry will be addressed.

3.2 Confidentiality, Privacy and Fairness

Delburn Wind Farm will manage enquiries and complaints in accordance with the following requirements:

- Enquiry and complaint information will remain confidential and will not be released to third parties without Delburn Wind Farm Executive's authorisation;
- The identity of people managing enquiries will be protected with regard to releasing minimal information (such as first name) to the complainant;
- Personal information relating to complainants will be protected and not shared publicly including but not limited to:
 - Phone numbers; and
 - Addresses (email and postal).
- In the event of multiple parties being involved, representatives from each party will be identified and a suitable communication and contact mechanism established.

3.3 Complaint Investigation Code of Conduct

All Delburn Wind Farm staff and contractors are to abide by the following Complaint Code of Conduct:

- Keep accurate records of the investigation process and communications with both the person making the complaint and any regulatory body that may require notification;
- Maintain positive relationships and encourage constructive, two-way communication with the community and external parties;
- Maintain discretion and confidentiality where required;
- If a complainant's behaviour is or borders on unacceptable, they must be advised of the consequences of their behavior. Delburn Wind Farm staff have the agency to follow a different process to respond to an Unreasonable Complaint and this will be tailored to the degree to which the complaint is unreasonable to protect staff and resources. Different types of unreasonable conduct requires different strategies. This can include alternative dispute resolution procedures and limiting access to the organization.

3.4 Managing Complaints from First Nations People

Delburn Wind Farm has developed a strong partnership with GunaiKurnai Land and Waters Aboriginal Corporation (GLaWAC) and seeks to work respectfully in partnership with all First Nations people. We are committed to supporting complaints that are received from anyone who identifies as First Nations. During construction, the wind farm will engage two GunaiKurnai Cultural Officers via GLaWAC who will have core responsibilities in Cultural Awareness Training and Cultural Heritage Management.

Where a complainant identifies as First Nations, this Complaint Investigation and Response Plan will be followed, with the complainant offered the opportunity to be supported by a Cultural Officer. The role of the Cultural Officer will be to support the investigation to ensure it is culturally safe and ensure meeting places, meeting conduct, recording of information and mitigation actions are culturally appropriate.

3.5 Hostile Complainants and Safety

Some complainants can become hostile due to the emotional nature of their concerns. In such circumstances, the following guide will be followed:

- Where the complainant is being hostile, the Delburn Wind Farm employee will be polite and document the complaint. If behaviours become aggressive and/or threatening, or the Delburn Wind Farm representative is uncomfortable with continuing the conversation, the representative will excuse themselves from the conversation and offer to make an appointment to discuss it at a later time.
- If the behaviour continues or escalates, the Delburn Wind Farm representative will state that they are unable to continue the conversation unless the complainant moderates their behaviour. If the unwanted behavior continues, the employee will remove themselves from the conversation and situation and contact the complainant at a later time/date to discuss the issue.
- Where a site visit is required, it is essential that the Engagement Manager is accompanied by another person such as a contractor or asset owner for safety reasons.

The Delburn Wind Farm places the safety of its employees, contractors and the community as the number one priority in its operations.

- It is not reasonable for employees or contractors to be exposed to aggressive, unreasonable or unsafe behavior;
- If anyone feels threatened, they are within their rights to remove themselves from the conversation and/or site;
- If a complainant consistently displays unreasonable behaviour, the Engagement Manager will advise that all communication will be in writing only;
- Any threats, abuse, physical contact and harassment will be treated as serious and will be reported to Victoria Police.

The Delburn Wind Farm has adopted the following strategies to manage complaints fairly, ethically and reasonably.

- Understanding that freedom of expression includes the right to express dissatisfaction with the organisation, its work and decisions (if the complainant abides by reasonable community standards and the law);
- Delburn Wind Farm has an obligation to ensure a healthy and safe work environment for employees and contractors who deal with complaints. This requires regular assessment and management of risks associated with this task;
- Informing the complainants of their right to communicate with the organisation and the way in which information and complaint investigation will be undertaken;
- Recognising that all parties to a complaint, being complaint handlers, complainants and people subject to the complaint have rights and responsibilities;
- The Engagement Manager and representatives who receive complaints recognise they cannot change a complainant, but can request all communication in writing if they receive verbal abuse and unreasonable conduct from a complainant;
- An option to deal with Unreasonable Complainant conduct is by making alternative communications arrangements, restricting contact or terminating all contact;
- Understanding that the aim of managing Unreasonable Complainant conduct is to provide a better level of service to the complainant than would otherwise be the case if their unreasonable conduct was not addressed.

3.6 Complaint Triage

Urgent responses

In the case of an emergency, please call 000 immediately.

All other complaints will be prioritised and dealt with as quickly as possible if the complaint relates to:

- An immediate safety issue;
- A construction or traffic impact;
- A noise complaint or;
- Property damage.

Triage Process:

1. **Initial Contact:** Call 1800 676 428 to report your complaint or concern.
2. **Assessment:** The project team will assess the complaint and determine the appropriate course of action.
3. **Resolution:** The project team will investigate and work to address the issue and minimize any disruptions.
4. **Escalation:** If a complaint isn't resolved to the satisfaction of the complainant they can escalate it through the appropriate channels.

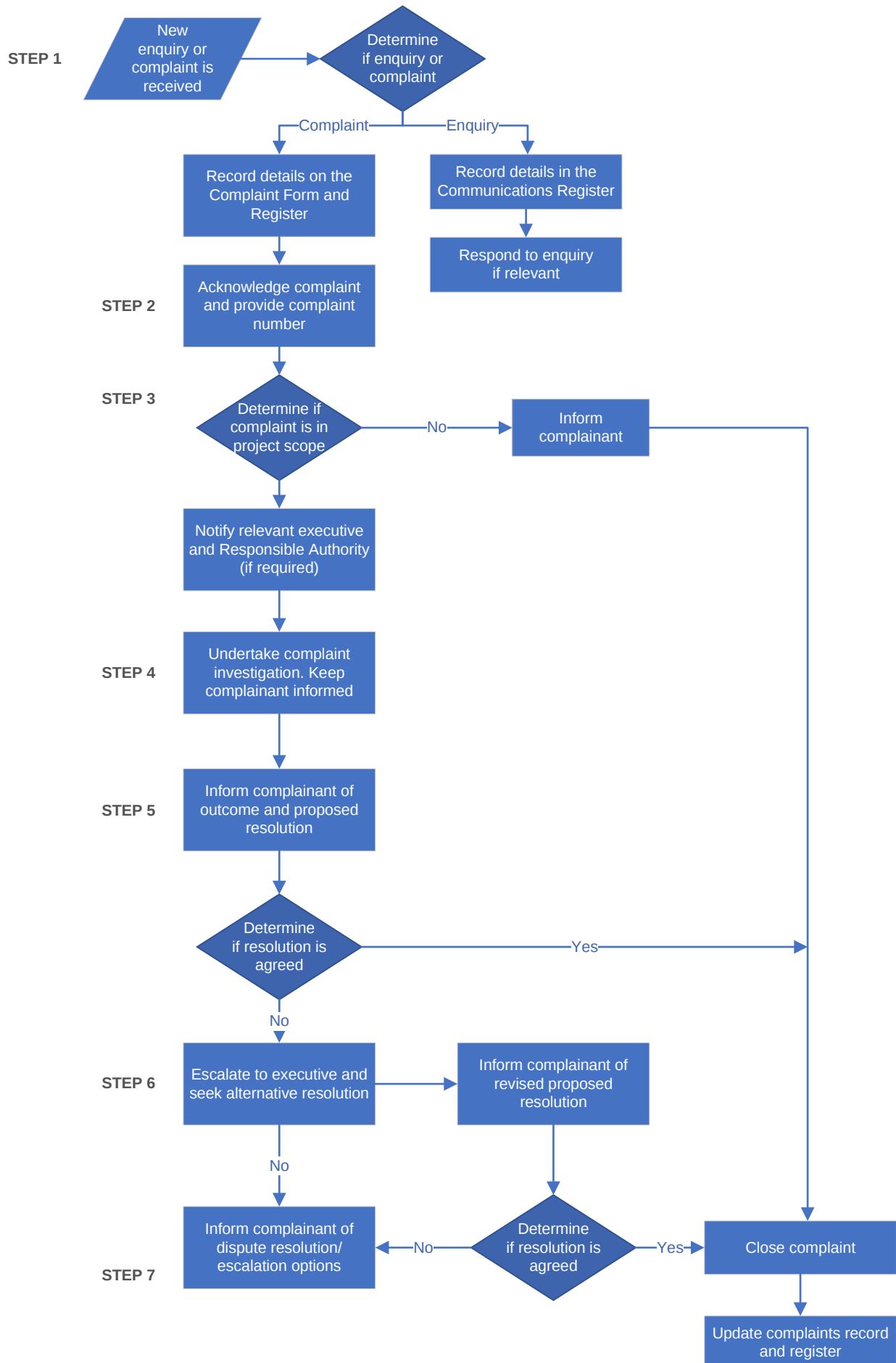
External Escalation Options:

- **Department of Transport and Planning:** For complaints related to road hazards, traffic and safety issues
- **Australian Energy Infrastructure Commissioner:** For complaints concerning wind farm compliance
- **Victorian Information Commissioner:** For privacy-related complaints
- **Environment Protection Authority Victoria** – For complaints regarding noise, vibration and dust

Additional Information:

- The delburnwindfarm.au website provides information on how to provide feedback, stay informed on the project and ask questions.

4 Complaints Evaluation and Response Procedure



4.1 Recording of Complaints (STEP 1)

A complaint can be submitted to Delburn Wind Farm by completing the online Complaint Form at www.delburnwindfarm.au or in writing via email or postal letter, over the phone or in person. As an initial complaint can be received by any Delburn Wind Farm employee or contractor, it will then be referred on to the Engagement Manager. All formal complaints will be recorded on the Complaint Form and placed in the Complaint Filing System.

The Delburn Wind Farm Engagement Manager will determine at the outset if the contact is an *enquiry* or a *complaint* as there are different paths to resolution and closure for each submission.

In the instance where Delburn Wind Farm employees hear members of the community make general negative comments, Delburn Wind Farm employees will advise that complaints are taken seriously and the Delburn Wind Farm has a procedure to manage such issues. Employees must ask the community member if they would like to make a formal complaint which will involve them making a statement followed by a Delburn Wind Farm investigation. They will be referred to the Engagement Manager who will follow up with the complainant once notified.

The Delburn Wind Farm representative will inquire about the complainant's concern or issue to gain a full understanding of the problem. Information to be gathered should include, but may not be limited to:

- Name, contact phone number and address. Preferred contact method for correspondence;
- Whether or not the complainant requires any special assistance with submitting their complaint;
- The nature of the complaint and a description as specific as possible;
- Whether the issue been raised previously by the complainant and registered with Delburn Wind Farm and what the resolution was at that time if any;
- Time and date(s) of the concern;
- Prevailing weather or other conditions at the time of the concern;
- An indication of any specific action/resolution the complainant is seeking from Delburn Wind Farm?

If the concern relates to noise, additional information to be obtained including:

- The perceived loudness of the noise;
- A description of what the noise sounds like;
- How often the noise is heard
- Conditions under which the noise is heard ie is it only heard at particular wind speeds, wind direction or certain weather conditions;
- Whether the noise is able to be heard outside the dwelling only, or if it can be heard inside the dwelling, a description of which part of the dwelling.

Where complaints are received by letter or telephone, they shall be documented by the Engagement Manager. Where the complaint relates to a local amenity issue, it is preferable that the Engagement Manager visits the complainant at their residence to complete the Complaint Form and to conduct an initial assessment of the impact of the issue. It is preferred the complainant signs the form to confirm that all aspects of the complaint have been recorded correctly. The form should document comments supplied by the complainant and information provided by the Delburn Wind Farm representative only.

Once the complaint information is captured, the Engagement Manager (or their delegated team member) will register the complaint within the Complaints Register. The purpose of registering the complaint is to ensure effective tracking until the complaint is closed and to ensure there is a record

for subsequent review as required. Records of meetings and correspondence with the complainant will be recorded in the Communications Register.

4.2 Notification and record keeping (STEP 2)

The relevant planning conditions and site-specific management plans will be referred to in order to determine whether a Responsible Authority needs to be notified of the complaint.

The Complaint Form will be saved in the Delburn Wind Farm complaints filing system and the details recorded in the Complaints Register (**Attachment 1**).

All interactions with complainants and any stakeholders in relation to a complaint will be recorded in the Complaints Register and Communications Register. This system is where complaints forms and information will be stored in relation to the wind farm. This system will be used to generate reports for reviews and audits of complaints across the life of the wind farm project.

4.3 Complaint Acknowledgment (STEP 3)

The Engagement Manager will write to the complainant acknowledging the complaint without delay. This will be actioned within two business days of receipt of the complaint. A copy of the complaint number will be included in the correspondence for reference for both parties.

If the complaint is noise related, copies of the Noise Complaint Diary Form (**Attachment 2**) will be provided to the complainant either as part of the formal acknowledgement or it will be provided to the complainant during the home visit to record the details of the formal complaint.

4.4 Evaluation & Investigation (STEP 4)

Delburn Wind Farm takes all complaints seriously and thoroughly investigates them to provide a resolution that is satisfactory to both the complainant and the wind farm.

All reasonable requests will be actioned. It is acknowledged at times a minority of complainants may request actions that are unreasonable in nature. For example, an unreasonable request may be to conduct seismic testing where there are no grounds to do so or shadow flicker analysis where an existing, accurate report already exists.

The Engagement Manager is responsible for initiating an investigation and delegating to an appropriate staff member if required. The following may need to be actioned as part of the investigation:

- Attend the complainants' dwelling to discuss the nature of the complaint and seek out any additional information they can provide;
 - Ask the complainant if this is an ongoing issue or has anything similar happened before?
 - Conduct a site visit and inquire if anything has changed around the property or nearby at the wind farm and if anything unusual has been happening nearby;
 - Review the wind farm activities and operating conditions at the time the complaint was recorded and check if there were any maintenance issues at the wind farm;
 - Check against available wind farm monitoring data relating to the time of the complaint;
 - Check the Complaints Register to see if multiple complaints were recorded about the issue;
 - In the instance of a noise complaint, determine if an assessment by an acoustic engineer may be required to determine the noise level and to assess compliance with permitted noise levels;
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- If the complaint relates to noise that is not immediately attributable to a specific onsite activity, provide the complainant with a noise diary and provide guidance on its completion;
 - If the complaint relates to TV reception issue, a signal strength test may be required to assist in resolution of the issue;
 - Assess if the complaint may be the result of the wind farm non-compliance with relevant planning permit conditions or other statutory requirements

In the event that Delburn Wind Farm determines that a complaint requires corrective action and/or the facility is operating in breach of its planning conditions, action shall be taken as soon as possible to rectify the problem. The complainant will be kept up to date on the progress. Where relevant, advice of any rectification works will be forwarded to the relevant responsible authority.

The Engagement Manager will maintain communication with the complainant throughout the investigation process as necessary and record this in the communication register.

Options for redress

Where it is confirmed that the complainant's concerns are as a result of the Delburn Wind Farm, its employees' actions or inaction the options for redress include:

- Rectification of the problem and taking action. Changing processes to ensure the problem does not re-occur, ensuring compliance with legal obligations and correcting records;
- Mitigation and reducing the adverse consequences by ceasing the action that created the detriment. Correcting and updating records and repairing any physical damage to property, providing assistance and support;
- Satisfying the reasonable concerns of the complainant through non-material means by admitting fault, apologising, public acknowledgement of the wrongdoing, giving undertaking to make improvements and/or initiating disciplinary action;
- Communication with the complainant providing an apology and explanation, establishing the degree of impact giving facts and legal options and reaching an agreement acceptable to the complainant;
- Financial compensation. Options include restitution for loss or damage to property, reimbursement, financial assistance or payment.

4.4.1 Noise Related Complaints

It is the objective of the evaluation of a noise complaint to gather information about the incidence and nature of events of concern, to understand their relationship to the wind farm, local meteorological conditions and personal sensitivities.

It needs to be recognised that noise is a technically complex issue and that different people respond differently to sound exposure of different frequencies and levels. It should also be acknowledged that when evaluating the complaint, that both legal and planning compliance assessments may need to be undertaken in conjunction with the assessment of the complainant's perception of the noise issue (ie what levels are personally acceptable and their understanding of compliance requirements).

The following may be required as part of the resolution process:

- Determine if the dwelling/house existed or was approved prior to the Delburn Wind Farm planning approval as determined on 27 March 2022 as residences that existed as at this date may have different noise limits and therefore different resolution requirements to those residences approved after the approval of the wind farm;
 - Review the pre-construction noise level predictions;
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- Check post construction noise compliance data and reporting;
 - Obtain additional information from the complainant as required;
 - Provide the complainant with a Noise Complaint Diary Form to record where and when the noise is observed, its frequency, weather conditions and wind speed and direction. The diary should be kept for a minimum of two weeks. This data will be used to assist Delburn Wind Farm to identify the cause of the problem and assist in the development of potential mitigations.
 - Conduct noise monitoring at the residence and engage an acoustic expert to review the data.

If the investigation concludes with a reasonable level of certainty that the noise levels at the complainant's property (or a suitable representative location) are likely to comply with the applicable noise limits, the complainant will be notified and Delburn Wind Farm may elect to take no further action and close out the complaint.

Where Delburn Wind Farm has determined it is unable to demonstrate compliance with the relevant statutory noise limits applicable to the dwelling, an agreement may need to be negotiated with the landholder if sound mitigation is not achievable. However, Delburn Wind Farm will actively seek to mitigate noise levels to an acceptable level before this agreement should be sought. Mitigation includes both the sound mitigation at the source and at a dwelling.

Delburn Wind Farm's Legal Counsel will provide assistance with the development of any noise agreements. Where an agreement has been requested and rejected by the complainant, Delburn Wind Farm should further consider an alternative plan to mitigate noise levels.

4.5 Communication with the Complainant (STEP 5)

The Engagement Manager or their delegate is required to keep the complainant aware of the progress of the investigation into their complaint and informed of the proposed resolution and outcome. This may be provided verbally or in writing as the nominated form of communication by the complainant. Each correspondence will be recorded in the Communications Register.

At the completion of the investigation process it is the responsibility of the Engagement Manager to communicate the findings of the investigation and actions taken to resolve the matter to the complainant in writing. Records of correspondence must be maintained within the Complaint Register.

4.6 Escalation or Dispute Resolutions (STEP 6)

Should satisfactory resolution or mitigation look unlikely to be reached with the complainant, internal escalation options may be considered at any point. These include:

- Raise unresolved resolutions / mitigations with the Delburn Wind Farm senior managers;
- Determine if a reasonably practical alternative resolution or mitigation can be offered;
- Discuss alternative resolution or mitigation options with complainant.

If no satisfactory resolution can be reached, the complainant will be advised of the Dispute Resolution process as outlined below.

In circumstances where alternative dispute resolution may be required the appointment of an independent mediator should be considered. The details of the process will depend on the scope of the complaint, the issues involved and the approach recommended by the mediator for the matter to be resolved. Delburn Wind Farm is committed to participate in any mediation process in a constructive manner. If the dispute is not resolved within a 30-day timeframe allowed for internal dispute resolution, the following mediation system shall be triggered:

- The Engagement Manager shall contact the complainant and instigate the appropriate mediation process;

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- Mediation should normally occur within 10 working days of both parties agreeing to the appointed mediator;
 - The appointed mediator shall organise the time and place for the mediation to occur;
 - The complainant and the Delburn Wind Farm may be required to provide the mediator with a brief statement setting out their position regarding the issues that need to be resolved in addition to other information requirements;
 - At the conclusion of the mediation session, the complainant and Delburn Wind Farm, will work with the mediator to prepare a written summary of any resolution for agreement by all affected parties;
 - If mediation is not successful, the mediator will report this to the Delburn Wind Farm executive and the complainant will be advised of their rights to pursue the matter further.

In situations where the complainant is not able to be satisfied through Delburn Wind Farm's investigation findings and resolution of a specific complaint, or subsequent mediation, they should be directed to the Australian Energy Infrastructure Commissioner in the first instance. Other avenues for redress are the Environment Protection Authority Victoria, the Department of Transport and Planning and/or their solicitor.

4.7 Complaint Closeout (STEP 7)

Once the complaint has been resolved to the satisfaction of the complainant or deemed to be unreasonable, the Engagement Manager will close the complaint and update the Complaint Register. The complainant will be notified of the decision in writing regardless of the outcome. If no response is received from the complainant within 21 calendar days, the complaint will be considered closed.

In exceptional circumstances, Delburn Wind Farm may close a complaint that is believed to be unreasonable. This action should be seen as a last resort and only used where all reasonable steps have been taken, and no further action is possible. The Australian Energy Infrastructure Commissioner should be notified when this occurs.

If the complainant has not escalated their complaint to the Australian Energy Infrastructure Commissioner, the Environmental Protection Authority, relevant government agency or their solicitor it is recommended that the complaint can be closed out after 21 days.

Delburn Wind Farm may also close out the complaint if:

- The complaint was a request for information and the Engagement Manager confirms with the complainant that they have received all the required information;
- The complainant advises Delburn Wind Farm that they do not wish to pursue the complaint;
- Despite ongoing efforts, the complainant cannot be contacted by Delburn Wind Farm to discuss the complaint or the complainant does not respond to requests for further information to handle the complaint.

If a complaint cannot be closed in accordance with the process above, the Engagement Manager will explain to the complainant the other avenues available to seek a resolution. This will include explaining to the complainant how they can escalate their complaint to the Australian Energy Infrastructure Commissioner. Other avenues for escalation are the Environment Protection Authority Victoria, the Department of Transport and Planning and/or their solicitor.

4.8 Monitoring and Reporting

The following reporting will be undertaken:

- A complete copy of the Complaints Register and a reference map of complaint locations will be provided on each anniversary of the date of the planning permit to the satisfaction of the responsible authority;
- Monthly reports from the Engagement Manager will be circulated to Managers and Directors to identify issues, strategies and actions to manage the complaints.

Monthly reports from the Engagement Manager will be used to generate a summary report on an annual basis showing complaint locations, the nature of complaints received, the investigation and remediation actions undertaken, and the outcome of these actions. For the purpose of summary reporting, complaints data will be aggregated and grouped according to complaint type and location, with any names, addresses, or personal information removed.

4.9 Review and Continuous Improvement

The complaint evaluation and response process shall be subject to an annual review or audits to ensure conformity to this plan and to continually improve effectiveness and efficiency.

The metrics to determine this will be:

- The number of complaints received and the topics they cover;
- Complaints resolved at the point at which they are made;
- Number of complaints incorrectly prioritised;
- Complaints acknowledged at agreed time;
- Complaints resolved after agreed time;
- Complaints referred to external methods of resolution;
- Repeat complainants or recurrent problems that have been raised;
- Improvements in procedures due to complaints;

Careful attention will be made to analyse the data:

- Objective data, such as response times might show how well the process is working but might not provide information regarding the complaints' satisfaction
- An increase in the number of complaints after the introduction of a new complaint management process might reflect an effective process rather than a poor process.

Attachment 1 Complaint Register**Delburn Wind Farm Complaint Register**

The Delburn Wind Farm Complaints register records the following details:

Complaint ID

Date complaint received

Employee assigned to investigate the complaint

Complainant Details

- Name
- Address
- Dwelling ID
- email
- Phone
- Preferred contact method
- Complaint lodged via (phone, on-line in person)
- Employee recording complaint

Property distance from DWF (km)

- Perceived
- Actual

Observations

- Date concern observed
- Time concern observed
- Prevailing weather at time concern was observed
- Description of concern/ complaint
- Complaint Classification (noise, dust visual, communication etc)
- Date of last contact if a recurring issue

Resolution

- Complainants desired outcome
- Identified underlying cause following investigation
- Proposed action/resolution
- Action taken to resolve complaint
- Action Date

Closure

- Date closed
- Complaint's level of satisfaction
- Additional comments
- File locations (insert link)

Attachment 2 Noise Complaint Diary**Noise Complaint Diary****DELBURN WIND FARM NOISE COMPLAINT DIARY**

Name:

Address:



Date	Weather Conditions	Source of weather information	Time noise started	Time noise stopped	Impact of noise on household	Suspected source of noise

You may be required to keep a Noise Complaint Diary Form for two weeks to monitor noise and weather conditions.

Free call: 1800 676 428

Email: contactus@delburnwindfarm.com.au delburnwindfarm.au

Postal address and office location: 66 Ridgway, Mirboo North VIC 387

Attachment 3 Complaint Form**Delburn Wind Farm Complaint Form****Contact Details**

Please provide your contact details or representative's contact details

Name	
Address	
Telephone number	
Email	
Preferred method of contact	

Do you require special assistance to submit a complaint or ask questions?

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Have you made a complaint in relation to this concern previously? If so, please provide the reference number below

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Complaint Description

What is the nature of the complaint? Please describe your concern as specifically as possible.	
Date and time of incident	
Prevailing weather at time of Incident	

If your complaint relates to noise, please complete the section below

How loud is the noise? Please describe what the noise sounds like.	
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Can you hear the noise at different wind speeds or in different weather conditions? Can you hear the noise outside or inside the dwelling or both? Have you made any previous complaints about noise to the Delburn Wind Farm?	
Date and time of incident	
Prevailing weather at time of incident	

Please advise any specific action you would like the wind farm to take to resolve this complaint

Complainant's signature/representative's signature

Date: