

PLANNING AND ENVIRONMENT ACT 1987
PLANNING SCHEME CORANGAMITE
PERMIT NO. PA 1600 131
ENDORSED PLAN
SHEET 1 OF 9
SIGNED S. Menzies FOR
MINISTER FOR PLANNING
DATE: 4/4/18

Timboon West Wind Farm

Complaint Investigation and Response Plan

ENDORSED TO COMPLY
WITH CONDITION
1b
OF PLANNING PERMIT
PA1600131

Prepared by:

Timboon West Wind Farm Pty Ltd

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1 Summary

Under the provisions of the Timboon West Wind Farm Planning Permit (PA1600131), the project proponent, Timboon West Wind Farm Pty Ltd (TWWF), 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 Timboon West 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 TWWF will satisfy Permit Condition No. 16, 17, 18, 19, 20 and 21 of Planning Permit PA1600131. The table below summarises how the plan achieves this outcome.

Table 1: Permit Conditions

No	Condition	How/Where Addressed
16	Before the development starts, the permit holder must prepare a Complaint Investigation and Response Plan to the satisfaction of the responsible authority. When approved, the plans will be endorsed by the responsible authority and will then form part of this permit. The complaint investigation and response plan will be designed to respond to all aspects of the wind farm including (but not limited to): operation noise, construction noise, construction impacts, traffic, shadow flicker.	Section 1, 5 , 6, 7
17	The endorsed complaints investigation and response plan must be publicly available on the wind farm operators website.	Section 5

18	<p>The plan must be prepared in accordance with Australian/New Zealand Standard AS/NZS 10002:2014 – <i>Guidelines for complaint management in organisations</i> and shall include:</p> <ul style="list-style-type: none"> ▪ A process of investigation to resolve a complaint ▪ A requirement that all complaints will be recorded in an incidents register ▪ How contact details will be communicated to the public ▪ A toll free telephone number and email contact for complaints and queries ▪ Details of the appropriate council contact telephone number and email address (where available) ▪ A table outlining complaint information for each complaint received, including: <ul style="list-style-type: none"> – 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) – the processes of investigation to resolve the complaint. 	Section 5
19	<p>A report including a reference map of complaint locations, and outlining complaints, investigation and remediation actions is to be provided on an annual basis to the satisfaction of the responsible authority.</p>	Section 6
20	<p>The register and complaints response process shall continue for the duration of the operation of the wind energy facility and must be made available to the responsible authority on request.</p>	Section 6
21	<p>The owner of the wind energy facility must implement and comply with the approved Complaint, Investigation and Response Plan for the duration of the operation of the wind energy facility.</p>	Section 6

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

The Timboon West Wind Farm will consist of two 3.6 MW wind turbines located on East and West Rd, Timboon West, Victoria. These turbines will be connected to an overhead 22 kV line that runs along Boundary 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 the electricity grid so that the export of energy can begin.

The turbines will be fully commissioned and operating by July 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 EPA Recommendations Regarding Construction and Operational Noise

Complaints regarding noise 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 TWWF 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;
- TWWF will appoint a principal contact person for community queries, namely the project manager AS/NZS 10002:2014 Appendix A, A3;
- TWWF will provide contact details through the project website, newsletters and site signage AS/NZS 10002:2014 Appendix A, A2; and
- TWWF 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

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

5.1 Timing of Responses to Complaints Received

TWWF will investigate enquiries and complaints and determine an appropriate response as soon as practicable within 3 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 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 TWWF and quoting the receipt number issued. TWWF 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 TWWF

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

- Toll free telephone number: 1800 980 710;
- Project email address: feedback@timboonwestwindfarm.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 East and West Rd, and will be shown on the TWWF website. Complaints received during the construction phase will be directed to the TWWF Project Manager.

5.3 Complaints Reveal via Third Parties

If a complaint is received by Council, DEWLP or the EPA, details of that complaint may be forwarded to TWWF. TWWF 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 TWWF 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 TWWF, 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 TWWF or any other third party.

These details will be recorded in a single database by TWWF 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 in the below table capturing the complaint information outlined in PA1600131 Condition 18.

Table 2: Complaint Receival Incident Register and Documentation Table

Complaint Receival Incident Register and Documentation Table	
Complainant Name	To be completed by complaint recipient
Applicable property reference number (if connected to a noise background testing location)	To be completed by complaint recipient
Complainant’s address	To be completed by complaint recipient
Receipt number for each complaint	To be completed by complaint recipient
Time, prevailing conditions and description of complainant’s concerns including the potential incidence of special audible characteristics (if noise complaint)	To be completed by complaint recipient
Any other details regarding the specific nature of the complaint	To be completed by complaint recipient
Complaint Recipient employee name	To be completed by complaint recipient

5.6 Complaint Investigation, Evaluation and Response Procedures

For the purposes of TWWF complaint evaluation, the following evaluation procedure will apply:

- Details of complainant and complaint will be recorded and forwarded to the TWWF Project Manager;
- The TWWF Project Manager (or their appointed intermediary) will make contact with the complainant as soon as practicably possible within 3 business days of the date of the complaint AS/NZS 10002:2014 8.3, 8.7.3;
- In consultation with the complainant, the TWWF Project Manager (or their appointed intermediary) will attempt to resolve the complaint AS/NZS 10002:2014 8.7.3-4;
- If following this the complaint remains unresolved the TWWF 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 TWWF 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 TWWF 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

Information made publicly available by TWWF 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 TWWF 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/NZS 10002:2014 Appendix C.

The report provided annually by TWWF 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 TWWF 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.