

# WWE Grievance Procedure

## 1. Overview

The purpose of this document is to describe the procedure through which stakeholder complaints will be processed by WestWind Energy (WWE). WWE's complaints management system has been designed and established in accordance with the Australian Standard AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations.

The objectives are to:

- Provide stakeholders a readily accessible mechanism to lodge complaints;
- Ensure stakeholders are provided with a transparent, consistent and predictable complaints process;
- Effectively identify and monitor stakeholder complaints; and
- Ensure compliance with WWE's permit conditions.

## 2. Complaints Mechanism

A complaints process involves receiving, responding to, and addressing complaints received by stakeholders. Figure 1 outlines the steps that WWE will follow when a complaint has been received, either in writing or verbally from stakeholders.

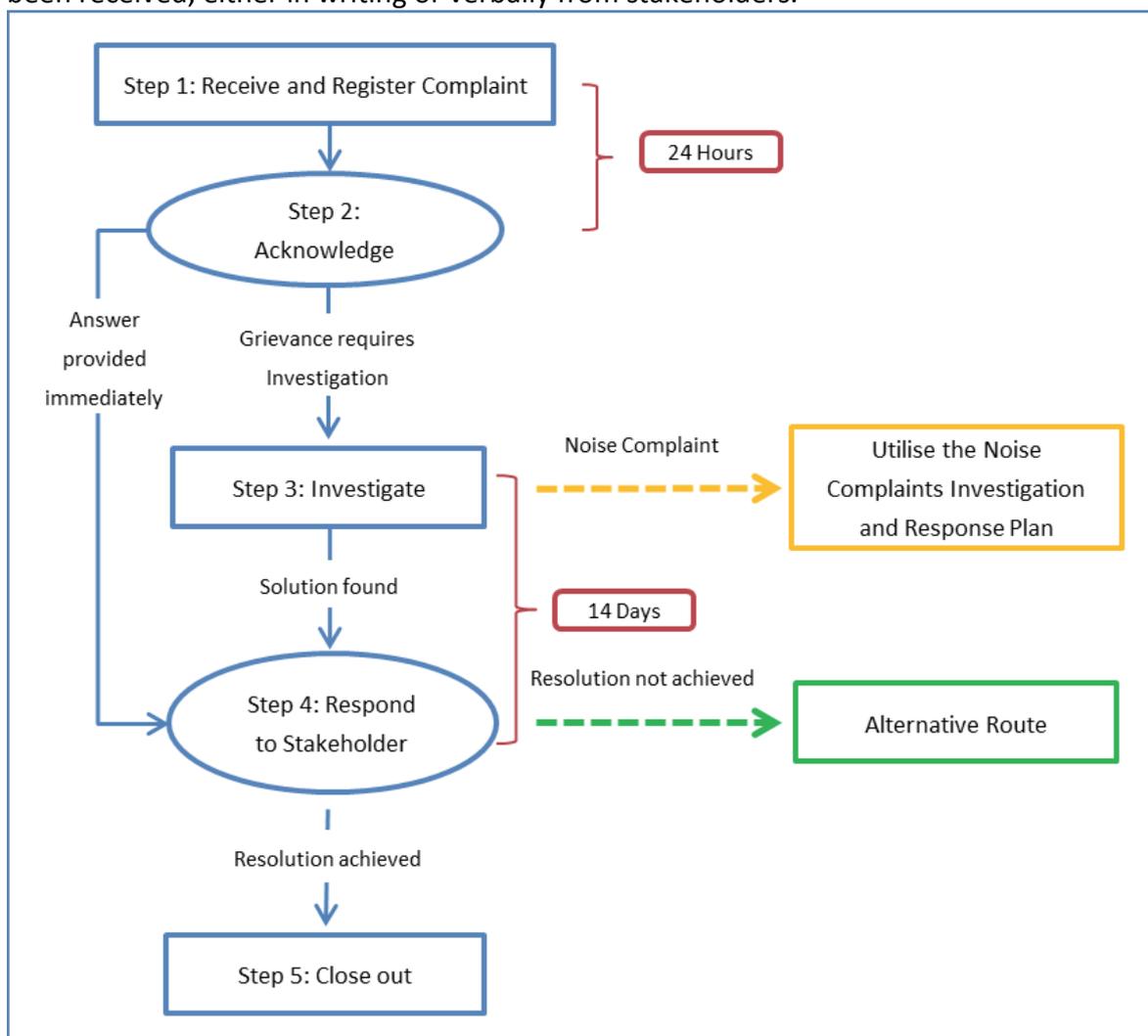


Figure 1: WWE's Grievance Mechanism

## 2.1 Step 1: Receive and Register a Complaint

Complaints from stakeholders may be received through the following methods: in person, via telephone, electronic mail and/ or postal mail.

To ensure that this process is efficient and succinct, a set of standardised information will be collected and recorded. The information required to be collected at the time a complaint is lodged is set out in the form at the bottom of this document.

The information gathered will be recorded in the internal customer relationship management (CRM) database, including the name of the person lodging the complaint, the date the complaint was lodged, a summary of complaint, and the steps involved in resolving the complaint. It is important to note that the personal details of complainants will only be made available to those involved in the resolution of the complaint in question.

Stakeholders will have the option to lodge an anonymous complaint. These will be logged and reported with other complaints to facilitate continuous improvement. It will be important to let the complainant know that it will be difficult for WWE to follow-up on anonymous complaints.

## 2.2 Step 2: Acknowledging Complaints

A complaint will be acknowledged by the Communications and Stakeholder Engagement Manager (CSEM), or the CSEM's delegate, within 24 hours of the complaint being submitted. This acknowledgement will be made via phone or email, depending on the stakeholder's preference. Acknowledgement will include: a summary of the complaint, the approach that will be taken to investigate the complaint, and an estimated timeframe in which the stakeholder can expect to receive a response. The acknowledgement provides an opportunity to clarify issues relating to the complaint or request further information, if required.

In some instances, complaints will easily be resolved and may be considered requests for additional information. In this instance, the CSEM may see fit to immediately respond to the stakeholder. Step 4 provides further information on responding to stakeholders.

## 2.3 Step 3: Investigating Complaints

The CSEM is responsible for investigating all complaints in an attempt to seek a resolution. The investigation may require:

- Site visits, particularly when complaints regarding property damage have been lodged;
- Consulting internal staff or contractors, including senior management when required;
- Acquiring monitoring data, such as in the case of dust complaints; and
- Contacting external stakeholders.

For noise complaints that involve acoustic investigations, the CSEM will follow the process set-out in the Noise Complaints Investigation and Response Plan. The aim will be to resolve all grievances within 14 days from the CSEM acknowledging the complaint (Step 2). However, when this is not possible, the CSEM will notify the complainant that further time is required.

Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analysed and will assist in determining how the complaint is handled.

### Addressing Complex Complaints

There may also be instances when fraudulent, fabricated and unsubstantiated claims are made. In such instances, the following steps will be taken:

- Inform the Managing Director, who should assign responsibilities and, if feasible, the timeframe for handling any potentially spurious complaints;
- Review and investigate the complaint, collate facts such as contact reports, timeline, photographs/maps, and documentary evidence. If a fraudulent claim is suspected, collect depositions from any internal and external witnesses;
- Develop a clear list of investigation tasks and outcomes, safety risks and assess potential confidentiality requirements; and
- Undertake an investigation and ensure the investigation results include: a full understanding of the complaint, its context/circumstances, and – if feasible or appropriate – the complainants preferred option for resolution; and a clear decision as to whether the complainant has a legitimate claim or not, with recommendations for further actions.

#### 2.4 Step 4: Responding to Stakeholder

Following the investigation (Step 3), the results, including details of the findings and proposed resolution, will be clearly explained to the complainant. This will occur verbally in the first instance, and followed by an email or letter, depending on the preferred communication channels of the complainant.

It will be at this stage that the complainant determines if the resolution is satisfactory.

#### 2.5 Step 5: Close Out

If the complainant accepts the proposed resolution, the CSEM will close-out the complaint. This will include an email or letter to the complainant confirming that the complaint has been closed-out as well as finalising the complaint in the CRM.

### 3. Alternative Route

If a complainant is not satisfied with WWE's investigation and proposed resolution, the complainant has the right to contact the National Wind Farm Commissioner or seek legal advice. In the case of a complainant resorting to legal action, the CSEM should collate all information concerning the complaint, including all actions taken to date, and direct them to WWE's legal counsel for their information/action.

#### **4. Roles and Responsibilities**

The CSEM will be responsible for administration of the complaints mechanism, and will be assisted by other team members as required. The principle responsibilities of the CSEM will be to:

- Inform stakeholders about the complaints procedure. It will be important that stakeholders are aware and can readily access the procedure;
- Record stakeholder complaints, both verbal and written, and seeking solutions within the specified time period;
- Maintain regular contact with complainants and other stakeholders during the investigation process and reporting the results; and
- From time to time, review the complaints received to assess any reoccurring issues to support continual improvement.

#### **5. Review**

The complaint mechanism will undergo quarterly review to identify any trends in complaints and ensure complaints are being addressed appropriately. Indicators that will be used include:

- Total number of complaints received;
- Total number of stakeholders lodging complaints;
- Number of open complaints;
- Timeframes for closure by complaints; and
- Repeat complaint from several stakeholders (i.e. trends in grievance).

### Complaint Record Form:

Stakeholder Name:		Confidentiality	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Stakeholder Reference:	Host landholders, Adjoining landholders	<input type="checkbox"/>	Community Based Organisation	<input type="checkbox"/>
	Federal Government	<input type="checkbox"/>	State Government	<input type="checkbox"/>
	Local Community	<input type="checkbox"/>	Local Government	<input type="checkbox"/>
	Other	<input type="checkbox"/>		
Company Name: (if applicable)				
Date:	/ /	Time:	AM / PM	
Preferred Contact:	Telephone:			
	Email:			
	Mail			

Details of Complaint: (eg: date, time, location, proposed outcome)			
Additional Information:			