

# Complaints Handling Procedure



# Document Control

ISSUE NUMBER	DATE	DESCRIPTION	AUTHOR	APPROVED BY
0.1	18.03.24	Template Complaints Management Procedure	Jenny Walsh	Matt Parton
0.2	4.10.24	Devlin's Bridge Wind Farm Complaints Handling Procedure	Jenny Walsh	Amanda Vonark
0.3	29.01.26	Update to contacts and template.	Jenny Walsh	Amand Vonark

## ACKNOWLEDGEMENT OF COUNTRY

Stromlo Energy respectfully acknowledges the Traditional Custodians of the lands where we live and work. We acknowledge and celebrate their ongoing connection to the land and waters. We pay our respects to Elders past, present and emerging and acknowledge the collaboration and contribution of Aboriginal and Torres Straight Islander people to our work.

# Contents

Document Control .....	2
1. Overview .....	4
1.1 The project .....	4
1.2 Purpose of document .....	4
1.3 Jargon Buster .....	4
2. Complaints handling process .....	5
2.1 Receiving a Complaint .....	5
2.2 Registering a complaint .....	5
2.3 Investigating and responding .....	6
2.4 Closing out a complaint .....	6
2.5 Roles and Responsibilities .....	6

# 1. Overview

## 1.1 The project

The proposed Devlins Bridge Wind Farm (the Project) is located about 22 km west of the Narrandera township in the locality of Euroley, within the Narrandera Local Government Area (LGA) in south-western New South Wales.

The Project involves the construction, operation and maintenance of a new wind farm with up to 94 wind turbine generators (WTGs) and associated infrastructure, and a generating capacity of approximately 680 megawatts (MW). The Project will connect to the existing 330 KV Wagga to Darlington Point overhead transmission line.

The Project area spans 55 land parcels owned by 12 landowners. The Project area is approximately 7,300 hectares. The WTGs would be spread across an area of approximately 7,300 hectares.

## 1.2 Purpose of document

The purpose of this Complaints Handling Procedure is to guide the complaints process for any complaints received regarding the Devlins Bridge wind farm and to:

- Establish an accessible, open, and transparent complaint handling process;
- Outline the process and timeframes for resolving complaints;
- Clarify the roles and responsibilities of Stromlo Energy staff in complaint handling;
- Ensure that Stromlo Energy handles complaints fairly, promptly, sensitively, and efficiently; and
- Outline how complaint data is documented, analysed, and reported on to improve future outcomes.

## 1.3 Jargon Buster

Term	Definition
<b>IAP2 – The International Association for Public Participation</b>	The peak international body for the community and stakeholder engagement sector.
<b>Complaint</b>	A complaint is in response to an action by a Stromlo Energy employee or representative or an enquiry/concern directed to Stromlo Energy specifically as a complaint.
<b>Issue</b>	An issue is a question or inquiry requiring information to be provided to a member of the public or organization.
<b>Concern</b>	A concern is a matter raised regarding a project or Stromlo Energy itself which needs to be addressed.
<b>Community</b>	A community is a group of people who live and work in the same locality. In regional and remote areas, a community can cover a large geographical area.

## 2. Complaints handling process

### 2.1 Receiving a Complaint

Complaints can be directed to Stromlo either through face-to-face contact, email or by post. The channels for complaints are:

E-Mail: [contact@devlinsbridgewindfarm.com.au](mailto:contact@devlinsbridgewindfarm.com.au)

Mail: Level 11, 15 London Circuit, Canberra ACT 2601

This information is available on the project website [www.devlinsbridgewindfarm.com.au](http://www.devlinsbridgewindfarm.com.au)

### 2.2 Registering a complaint

Stromlo Energy will register all complaints received in the project Complaints Management Register.

Upon receiving a complaint, Stromlo Energy staff will contact the complainant within one (1) business day for urgent complaints, and within two (2) business days for non-urgent complaints to acknowledge receipt of the complaint, collect any further information required to investigate the complaint and outline to the complainant the next steps in the complaint investigation and response process.

Stromlo Energy staff will provide the complainant with a contact point, key timeframes and the likely next steps to help to manage the complainant's expectations.

Stromlo Energy staff will record the following information for each complaint in the project Complaints Management Register:

- The complainant's name, address, and contact details, including telephone and email.
- A description of the complaint, including evidence in support of the complaint including relevant dates and times.
- Other information we may consider necessary to aid us to understand the complaint and approaches for resolution.
- The complainant's desired outcome (if known) for seeking a resolution to the complaint.
- The staff member responsible for managing the complaint.
- Classifications of the issue which launched the complaint.

A 'Complaint ID' number will be generated once the complaint is registered. The ID number will be provided to the complainant. Multiple complaints from a single complainant within an abbreviated period or relating to the same topics will be treated as one complaint.

If the complaint is resolved at first contact, details about the resolution will be recorded.

## 2.3 Investigating and responding

Stromlo Energy staff will investigate and respond to all complaints and seek a resolution as quickly as possible and will attempt to resolve all complaints within 10 (ten) working days of receiving the original complaint. When this is not possible (i.e., further investigations are necessary) the complainant will be notified that further time is necessary and advise the reasons for an extension and establish a new deadline for response.

Stromlo Energy will keep regular communication with the complainant during the investigation process.

Stromlo Energy will assess each complaint and determine what action to take next:

1. If more information is required or the complaint is very serious, further investigation may be required.
2. If the complaint does not need to be investigated further, the complainant will be advised of the outcome, explaining reasons for the decision, remedies, and options for review.

Stromlo Energy will record this information in the project Complaints Management Register and keep records of how the complaint was managed, the outcome, recommendations and any actions that need to be followed up.

## 2.4 Closing out a complaint

Complaints will be closed out once resolution is achieved and the complainant has been notified. Information about the process and outcomes will be recorded in the project Complaints Management Register.

If no resolution is achieved or if the complainant is not happy with the outcome, the complaint may be escalated to the office of the Australian Energy Infrastructure Commissioner.

## 2.5 Roles and Responsibilities

The Devlins Bridge wind farm Project Manager is accountable for ensuring complaints are managed in accordance with this Procedure. The Project Manager will be assisted by other nominated personnel as illustrated in the table below.

Role	Name	Responsibility
Project Manager	James Hamilton	Receipt, investigating and responding to complaints
Community Manager	Debbie Hobbs	Receipt, investigating and responding to complaints
Company leadership group	Amanda Vonarx	Escalation of unresolved complaints

The flow chart below provides a high-level view of the process for responding to complaints:

## Receive, Record, Acknowledge

- Complaints can be received by in person, by telephone, email or by post
- Once received, a complaint is registered in Stromlo Energy's Complaints Management Register and a unique reference number is generated
- Information to be recorded includes: date of complaint, complainant name and address, the concern/complaint
- Complaints will be acknowledged and the reference number provided to the complainant within one to three business days of receipt

## Investigate

- All complaints are investigated by either the leadership group, or the project manager responsible for the project
- We aim to resolve all complaints **within 10 working days** of receiving the original complaint.
- If a complaint will take longer than 10 business days to be resolved, then the staff member will contact the complainant prior to this time and advise of why an extension is needed and establish a new deadline for response.
- Updates will be provided to the complainant throughout the investigation process

## Respond

- Once an investigation is completed, the complainant will be notified of the outcome of the investigation including:
  - What was found
  - What actions have been taken to resolve it
  - What actions may be taken in the future

## Resolve and Close

- The complaint will be closed out once resolution is achieved and the complainant has been notified.
- If no resolution is achieved or if the complainant is not happy with the outcome, the complaint may be escalated to the office of the Australian Energy Infrastructure Commissioner

## Record and Analyse

- Complaints will be recorded and analysed to identify recurring problems and trends, we will record
  - the process taken to investigate the complaint
  - the outcome of the investigation and proposed resolution
  - whether the outcome was acceptable to the complainant
  - why the complaint was closed.

Table 1 Complaints Management Procedure



**STROMLO ENERGY**