



Complaint Handling Procedure

Kiata Wind Farm

Document Approval

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Referenced Documents

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1 Introduction

In accordance with panning permit PA1500023, Kiata Wind Farm has established a Noise Complaint, Investigation and Response Plan. A summary of the plan is contained in this procedure.

2 Complaint Lodgement

Complaints can be lodged via:

- The toll-free telephone number published on the website and on the entrance sign to the wind farm, which is: 1800 617 055
- The info@kiatawindfarm.com.au email address.

Alternatively, complaints may be lodged via a third party such as, Hindmarsh Shire Council, DELWP, Office of the National Wind Farm Commissioner or the EPA, who will forward on the complaint to Kiata Wind Farm.

Complaints via Email can be made 24/7 and a Kiata Wind Farm representative will endeavour to respond to a complaint received within the next business day.

Complaints via the toll-free telephone number can be made 24/7 however it is requested calls be made during business hours unless urgent, when a Kiata Wind Farm representative will action accordingly.

All complaints will be registered with-in 24 hours and responded to with-in 24 -hours or the next business day in some cases, acknowledging the complaint has been received.

3 Complaint Documentation

The following complainant information will be used to document each complaint received regarding Noise:

- The complainant's name and contact details, including address;
- The time of the complaint;
- Any applicable property reference number if connected to background testing regarding Noise;
- 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 characteristics;
- Noise source details (if known):
 - o If the noise relates to the typical operation of the wind farm;
 - o Does the noise relate to the operation of the wind farm under certain weather conditions;
 - o Does the noise relate to a new noise source that has not appeared previously during the typical operation of the wind farm.
- Any other details regarding the specific nature of the complaint to enable it to be clearly recorded, and to enable subsequent investigations and assessment by Kiata Wind Farm or any other third party.
- Process of investigation to resolve the complaint.
- Confirmation that the complainant has been informed that the complaint will be logged but no further action will be taken if the location and contact details are not provided (if relevant).

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

The personal details of the complaints will only be made available to those involved in the resolution of the complaint in question.

4 Complaint Investigation, Evaluation and Response Process

Kiata Wind Farm will endeavour to handle all complaints in a manner intended to lead to their effective resolution as quickly as possible. As such, the following assessment and investigation process will be carried out.

It is also noted that some complaints may not require an investigation and may be considered an enquiry or a request for further information. If that is the case, Kiata Wind Farm will endeavour to respond to the complainant within 48 of registering the complaint. After responding the matter will be close.

Assessing Noise Complaints

In order to initiate assessment of a noise complaint, details of complainant will be recorded and forwarded to the Kiata Wind Farm Project Manager Kiata Wind Farms will then investigate noise enquiries and complaints. The complaint including circumstances in which the noise occurred will be reviewed within 48 hours of receiving the complaint and investigated. Within this time an initial investigation will be undertaken.

Kiata Wind Farm representative will then assess the source of the noise and determine whether the noise relates to intermittent noise during specific weather conditions, mechanical faults or the typical noise of an operating wind farm.

Mechanical or Maintenance Faults

If the noise issue is due to a mechanical or maintenance fault, works will be undertaken to rectify the matter within 48 hours of the preliminary assessment. Should the matter not be rectified within 48 hours of the preliminary assessment, the complainant will be notified and provided a new expected timeframe for rectification.

Where the source of the complaint is not deemed to be a mechanical or maintenance fault then further investigations will be carried out as follows.

Assessment of Noise Complaints (not related to mechanical or maintenance faults)

After determining the source of the noise, and if the noise limit specified in Planning Permit PA1500023 has been exceeded, the following process will be undertaken to establish the cause, compliance and prospective corrective actions required to rectify.

- Confirmation of the timing for further investigation or rectification works will be communicated to the complainant;
- Within 10 business days of receiving the complaint further investigation will be carried out if required. This will include undertaking monitoring at the complainant's property utilizing the same methodology as described in the acoustic compliance plans;

- Positioning the noise monitoring equipment at the complainant's property (if required);
- Positioning the noise monitoring equipment at each noise monitoring location as close as practical to that of the background noise monitoring carried out before the wind farm was developed determined.

To monitor levels at receiver location, the equipment is to be placed not less than 3.5 metres from vertical reflecting surface, on the wind farm side of the dwelling, and as near as practical to a distance of 20 metres from the dwelling while avoiding reflecting surfaces and localized sources of background noise.

This process will not be undertaken where compliance with the relevant performance requirements set out in condition 10 (Planning Permit PA1500023) has been demonstrated at the complainant's property within the previous 12 months.

Close Out

The complainant will be provided with the outcome of the investigation.

An acoustic compliance report will be created by a suitably qualified and experienced independent acoustic engineer, if non-compliance with the relevant performance requirement in condition 10 (Planning Permit PA1500023) is detected, which includes the following:

- Identifies the weather or operational conditions associated with the complaint;
- Analyses the uncertainty and confidence levels in the monitoring, and the steps taken to reduce uncertainty;
- Targets assessment to identify the cause and remediation actions; and
- Includes a remediation plan to the satisfaction of the responsible authority outlining the investigation process, complainant communications, actions undertaken and timelines to resolve the potential non-compliance.

After completion of the investigation, the complainant will be notified of the proposed remediation actions and timelines to undertake such works in order to rectify the complaint if required.

After completion of the remediation actions, the complainant will be notified of the intention to close the complaint.

Feedback

Complainant's can obtain feedback on the status of their complaint by contacting the nominated Kiata Wind Farm representative, using the contact details located on the response communication, the toll-free telephone number or the listed email address.

5 External Stakeholders

The contact details of any relevant government agencies or authorities can be found here;

- Hindmarsh Shire Council
Email – info@hindmarsh.vic.gov.au
Ph – (03) 5391 4444

- DELWP Environmental
Online - <https://www.delwp.vic.gov.au/our-department/contact-us>
Ph – 136 186

- Environmental Protection Agency (EPA)
Email – contact@epa.vic.gov.au
Ph – 1300 372 842

- Office of the National Wind Farm Commissioner
Email – nwfc@environment.gov.au
Ph – 1800 656 395