



**Murra Warra Wind Farm**

**Complaints Investigation and Response Plan**

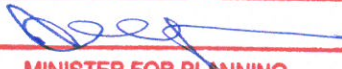
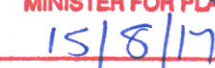
**Final**

Author: Kevin Garthwaite

Date: 30 March 2017

Ref: 02418-006367

PLANNING AND ENVIRONMENT ACT	
YARRIAMBICK	PLANNING SCHEME
PERMIT NO. PA160012	
ENDORSED PLAN	
SHEET 1	OF 34
SIGNED 	FOR
MINISTER FOR PLANNING	
DATE: 	15/8/17

PLANNING AND ENVIRONMENT ACT	
HORSHAM	PLANNING SCHEME
PERMIT NO. PA1600127	
ENDORSED PLAN	
SHEET 1	OF 34
SIGNED 	FOR
MINISTER FOR PLANNING	
DATE: 	15/8/17

ENDORSED TO COMPLY  
WITH CONDITION  
16 + 18  
OF PLANNING PERMIT  
PA1600127 + 8A1600128

## Revision History

Issue	Date	Author	Nature And Location Of Change
01	30 Mar 2017	Kevin Garthwaite	First Created

PLANNING AND ENVIRONMENT ACT

PLANNING SCHEME

PERMIT NO. \_\_\_\_\_

ENDORSED PLAN

SHEET \_\_\_\_\_ OF \_\_\_\_\_

SIGNED \_\_\_\_\_ FOR \_\_\_\_\_

MINISTER FOR PLANNING

DATE: \_\_\_\_\_

PLANNING AND ENVIRONMENT ACT

PLANNING SCHEME

PERMIT NO. \_\_\_\_\_

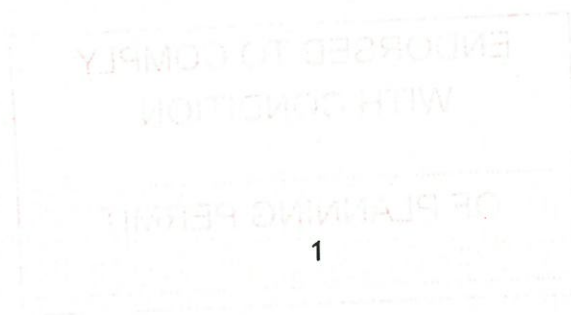
ENDORSED PLAN

SHEET \_\_\_\_\_ OF \_\_\_\_\_

SIGNED \_\_\_\_\_ FOR \_\_\_\_\_

MINISTER FOR PLANNING

DATE: \_\_\_\_\_



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## 1 ACKNOWLEDGEMENTS

This policy is based on the model complaints policy template issued by the NSW Ombudsman and has been produced in accordance with AS/NZS 10002:2014.

[https://www.ombo.nsw.gov.au/\\_\\_\\_.../Complaint-handling-model-policy-word-template...](https://www.ombo.nsw.gov.au/___.../Complaint-handling-model-policy-word-template...)

The development of the NSW model policy has been informed by the following:

- Australian and New Zealand Standard Guidelines for complaint handling in organizations AS/NZS 10002:2014
- NSW Ombudsman Effective complaint handling guidelines, 2nd Edition, December 2010
- Victorian Ombudsman Councils and complaints - a good practice guide, February 2015
- Joint publication of the NSW Ombudsman and Department of Local Government Complaints Management in Councils Practice note no. 9, revised July 2009
- Ombudsman Western Australia Guidelines on complaint handling, November 2010
- Commonwealth Ombudsman Better Practice Guide to Complaint handling 1, April 2009
- NESTA Grumbles Gripes and Grievances The Role of Complaints in Transforming Public Services, April 2013
- Scottish Public Services Ombudsman SPSO Statement of Complaint handling Principles, 2011
- The British and Irish Ombudsman Association Guide to Principles of good complaint handling, 2007
- NSW Ombudsman Managing Unreasonable Complaint Conduct - a Model Policy and Procedure 2012
- Victorian Ombudsman Good Practice Guide, November 2007
- Disability Services Commissioner Victoria Good Practice Guide and Self Audit Tool, 2nd Ed. 2013.

## 2 PREFACE

This policy document complies with the relevant permit conditions from Permit No PA1600127 (Horsham Rural City Council and PA 1600128 Yarriambiack Shire Council as shown below

Condition Number	Condition Detail	Section of Plan
18	The plan must be prepared in accordance with Australian/New Zealand Standard AS/NZS 10002:2014	See acknowledgements
18	A process of investigation to resolve a complaint	Section 4
18	A requirement that a complaint be recorded in an incidents register	Section 4
18	How contact details will be communicated to the public	Section 2 & Appendix 3
18	A toll free telephone number and e-mail address	Appendix 1
18	Details of the appropriate council contact telephone and e-mail address	Appendix 1
18	<p>A table outlining complainant information for each complaint received, including</p> <ul style="list-style-type: none"> <li>• The complainants name</li> <li>• Any applicable property reference number if</li> </ul>	Appendix 2

	<p>connected to a noise background testing location</p> <ul style="list-style-type: none"> <li>• The complainants address</li> <li>• A receipt number for each complaint which is to be communicated to the complainant</li> <li>• The time, prevailing conditions and descriptions of the complainant's concerns including the potential incidence of special audible characteristics(for a noise complaint)</li> <li>• The process of investigation to resolve the complaint.</li> </ul>	
19	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	Policy acknowledges this commitment in Section 5.1
20	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	Policy acknowledges this commitment in Section 5.1

### 3 INTRODUCTION

#### 3.1 Purpose

This policy is intended to ensure that we handle complaints fairly, efficiently and effectively.

Our complaint management system is intended to:

- Ensure affected parties can easily contact us to express their grievance and receive a satisfactory response
- enable us to respond to issues in a timely and cost-effective way
- provide transparency in our procedures for investigating and responding to complaints
- maintain constructive relationships with project stakeholders

This policy ensures our staff have a structured procedure for responding to complaints and complainants can easily access a system to express their concerns and have confidence they will be appropriately considered and responded to.

#### 3.2 Scope

This policy applies to all staff receiving or managing complaints from the public made to or about in the context of the wind farm's construction and operation and includes but is not limited to operation noise, construction noise, construction impacts, traffic, quarry impacts and shadow flicker.

### 3.3 Organisational commitment

This organisation expects staff at all levels to be committed to fair, effective and efficient complaint handling. The following table outlines the nature of the commitment expected from staff and the way that commitment should be implemented.

Who	Commitment	How
Wind Farm General Manager	Promote a culture that values open communication channels to express grievances and ensure they are appropriately resolved.	Provide adequate support and direction to key staff responsible for handling complaints. Regularly review reports about complaint trends and issues arising from complaints. Encourage all staff to be alert to complaints and assist those responsible for handling complaints to resolve them promptly. Encourage staff to make recommendations for system improvements. Recognise and reward good complaints handling by staff. Support recommendations for improvements arising from the analysis of complaints data.
Wind Farm Business and Community Relations Manager	Establish and manage our complaints management system.	Provide regular reports to the General Manager on issues arising from complaint handling work. Ensure recommendations arising out of complaint data analysis are canvassed with General Manager and implemented where appropriate. Recruit, train and empower staff to resolve complaints promptly and in accordance with Murra Warra Wind Farm's policies and procedures. Encourage staff managing complaints to provide suggestions on ways to improve the organisation's complaint management system. Encourage all staff to be alert to complaints and assist those responsible for handling complaints to resolve them promptly. Recognise and reward good complaint handling by staff.

Staff whose duties include complaint handling	<p>Demonstrate exemplary and unbiased complaint handling practices</p> <p>Adhere to complaints handling procedures and uphold commitments in relation to response timeframes and feedback to complainants.</p>	<p>Treat all people with respect, including people who make complaints.</p> <p>Assist people who make a complaint, if needed.</p> <p>Comply with this policy and its associated procedures.</p> <p>Keep informed about best practice in complaint handling.</p> <p>Provide feedback to management on issues arising from complaints.</p> <p>Provide suggestions to management on ways to improve the organisation's complaints management system.</p> <p>Implement changes arising from individual complaints and from the analysis of complaint data as directed by management.</p>
All staff	<p>Understand and comply with Murra Warra Wind Farm's complaint handling practices.</p>	<p>Treat all people with respect, including people who make complaints.</p> <p>Be aware of Murra Warra Wind Farm's complaint handling policies and procedures.</p> <p>Assist people who wish to make complaints access the Murra Warra Wind Farms complaints process.</p> <p>Be alert to complaints and assist staff handling complaints resolve matters promptly.</p> <p>Provide feedback to management on issues arising from complaints.</p> <p>Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.</p>

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## 4 TERMS AND DEFINITIONS

- *Complaint*

Expression of dissatisfaction made to or about the wind farm, wind farm operatives or contractors employed by the wind farm where a response or resolution is explicitly or implicitly expected or legally required.

- *Complaint management system*

All policies, procedures, practices, staff, hardware and software used by us in the management of complaints.

- *Dispute*

An unresolved complaint escalated either within or outside of the organisation.

- *Feedback*

Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about the wind farm complaint handling where a response is not explicitly or implicitly expected or legally required.

- *Policy*

A statement of instruction that sets out how we should fulfil our vision, mission and goals.

- *Procedure*

A statement or instruction that sets out how our policies will be implemented and by whom.

## 5 GUIDING PRINCIPLES



### 5.1 Facilitate complaints

- *People focus*

We are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, products and complaint handling. Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame. People making complaints will be:

- provided with information about our complaint handling process
- provided with multiple accessible ways to make complaints
- listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for redress or review.

- *No detriment to people making complaints*

We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

- *Anonymous complaints*

We accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

- *Accessibility*

We will ensure that information about how and where complaints may be made to or about us is well publicised. We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

Before the development commences we will publicise the policy and give contact details in the following ways;

- The policy will be published on the wind farm web site.
- We will send out a copy of the flyer *Murra Warra Wind Farm Making a Complaint Comment or Suggestions* (See Appendix 3) to residents living within 5km of the site and adjoining landowners.
- A copy of the policy will be publically available in Council Offices at Horsham and Warracknabeal.
- An advertisement will be placed in the Wimmera Mail Times, Weekly Advertiser and Warracknabeal Herald.

If a person prefers or needs another person or organisation to assist or represent them in the making and/ or resolution of their complaint, we will communicate with them through their representative if this is their wish. Anyone may represent a person wishing to make a complaint with their consent (e.g. advocate, family member, legal or community representative, member of Parliament, another organisation).

## 5.2 Respond to complaints

- *Early resolution*

Where possible, complaints will be resolved at first contact with Murra Warra Wind Farm.

- *Responsiveness*

We will acknowledge receipt of complaints within 3 business days of receipt.

We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

We are committed to managing people's expectations, and will inform them as soon as possible, of the following:

- the complaints process
- the expected time frames for our actions
- the progress of the complaint and reasons for any delay
- their likely involvement in the process, and
- the possible or likely outcome of their complaint.

We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

We will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

- *Objectivity and fairness*

We will address each complaint with integrity and in an equitable, objective and unbiased manner.

We will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about.

Conflicts of interests, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

- *Responding flexibly*

Our staff are empowered to resolve complaints promptly and with as little formality as possible. We will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complaints and/or their representatives.

We will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

- *Confidentiality*

We will protect the identity of people making complaints where this is practical and appropriate. Personal information that identifies individuals will only be disclosed or used by the Murra Warra Wind Farm as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

### 5.3 Manage the parties to a complaint

- *Complaints involving multiple agencies*

Where a complaint involves multiple organisations, we will work with the other organisation/s where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated.

Subject to privacy and confidentiality considerations, communication and information sharing between the parties will also be organised to facilitate a timely response to the complaint.

Where a complaint involves multiple areas within our organisation, responsibility for communicating with the person making the complaint and/or their representative will also be coordinated.

Where our services are contracted out, we expect contracted service providers to have an accessible and comprehensive complaint management system. We will take complaints not only about the actions of our staff but also the actions of service providers.

- *Complaints involving multiple parties*

When similar complaints are made by related parties we will try to arrange to communicate with a single representative of the group.

- *Empowerment of staff*

All staff managing complaints are empowered to implement our complaint management system as relevant to their role and responsibilities.

Staff are encouraged to provide feedback on the effectiveness and efficiency of all aspects of our complaint management system.

- *Managing unreasonable conduct by people making complaints*

We are committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible
- the health, safety and security of our staff, and
- our ability to allocate our resources fairly across all the complaints we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

## 6 COMPLAINT MANAGEMENT SYSTEM



### 6.1 Introduction

When responding to complaints, staff should act in accordance with our complaint handling procedures as well as any other internal documents providing guidance on the management of complaints. Staff should also consider any relevant legislation and/or regulations when responding to complaints and feedback.

The five key stages in our complaint management system are set out below.

#### Step 1 Receipt of complaints

Unless the complaint has been resolved at the outset, we will record the complaint and its supporting information. We will also assign a unique identifier to the complaint file.

The record of the complaint will document:

- the contact information of the person making a complaint
- issues raised by the person making a complaint and the outcome/s they want
- any other relevant information and
- any additional support the person making a complaint requires.

#### Step 2 Acknowledgement of complaints

We will acknowledge receipt of each complaint promptly, and within 3 working days. Consideration will be given to the most appropriate medium (e.g. email, letter, phone call or face to face meeting) for communicating with the person making a complaint.

#### Step 3 Initial assessment and addressing of complaints

##### • *Initial assessment*

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

When determining how a complaint will be managed, we will consider:

- How serious, complicated or urgent the complaint is

- Whether the complaint raises concerns about people's health and safety
- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organisations.

- *Addressing complaints*

After assessing the complaint, we will consider how to manage it. To manage a complaint we may:

- Give the person making a complaint information or an explanation
- Gather information from the product, person or area that the complaint is about, or
- Investigate the claims made in the complaint.

We will keep the person making the complaint up to date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and take into account any statutory requirements.

#### **Step 4 Providing reasons for decisions**

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them:

- the outcome of the complaint and any action we took
- the reason/s for our decision
- the remedy or resolution/s that we have proposed or put in place, and
- any options for review that may be available to the complainant, such as an internal review, external review or appeal.

#### **Step 5 Closing the complaint, record keeping, redress and review**

We will keep comprehensive records about:

- How we managed the complaint
- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations, and
- Any outstanding actions that need to be followed up.

We will ensure that outcomes are properly implemented, monitored and reported to the complaint handling manager and/or senior management. Details of our complaint register can be found in Appendix 2.

### **6.2 Noise complaints**

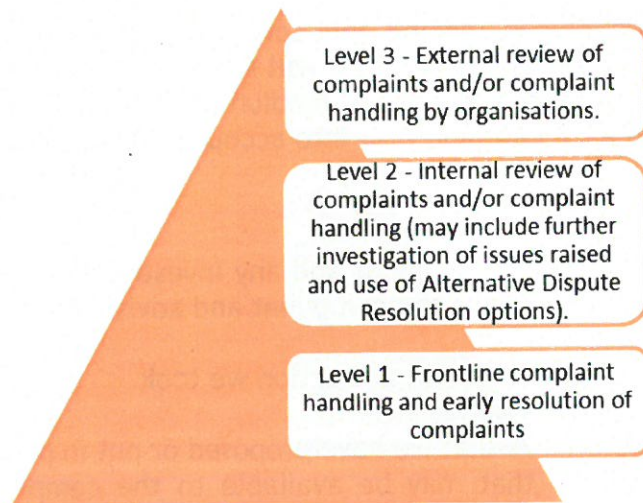
In addition to the procedure outlined above noise complaints will be investigated in line with the procedure given in Appendix 3.

### 6.3 Alternative avenues for dealing with complaints

We will inform people who make complaints to or about us about any internal or external review options available to them including any which are relevant to the planning authorities, local councils and the National Wind Farm Commissioner.

The National Wind Farm Commissioner is an independent role appointed by the Australian Government. The role of the Commissioner is to receive and refer complaints from concerned community residents about wind farms as well as promote best practice for the industry and government to adopt in regards to the planning and operation of wind farms. Contact details for the Commissioner's office can be found in Appendix 1.

### 6.4 The three levels of complaint handling



We aim to resolve complaints at the first level, the frontline. Wherever possible staff will be adequately equipped to respond to complaints, including being given appropriate authority, training and supervision.

Where this is not possible, we may decide to escalate the complaint to the General Manager. This next level of complaint handling will provide for the following internal mechanisms:

- assessment and possible investigation of the complaint and decision/s already made, and/or
- facilitated resolution (where a person not connected with the complaint reviews the matter and attempts to find an outcome acceptable to the relevant parties).

Where a person making a complaint is dissatisfied with the outcome of the review of their complaint, they may seek an external review of our decision by making further representations to either the relevant Council or the National Wind Farm Commissioner.

## 7 ACCOUNTABILITY AND LEARNING

### 7.1 Analysis and evaluation of complaints

We will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis.

Regular reports will be run to analyse the following:

- the number of complaints received
- the outcome of complaints, including matters resolved at the frontline
- issues arising from complaints
- systemic issues identified, and
- the number of requests we receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements.

Both reports and their analysis will be provided to the General Manager and reported at Board Meetings.

An annual report will be produced for the Responsible Authorities and this will include a reference map of complaint locations, outline of complaints, investigations and remediation actions.

The register of complaints will be available for inspection by the responsible authority on request.

### 7.2 Monitoring of the complaint management system

We will continually monitor our complaint management system to:

- ensure its effectiveness in responding to and resolving complaints, and
- identify and correct deficiencies in the operation of the system.
- Monitoring may include the use of audits, complaint satisfaction surveys and online listening tools and alerts.

### 7.3 Continuous improvement

We are committed to improving the effectiveness and efficiency of our complaint management system. To this end, we will:

- support the making and appropriate resolution of complaints
- implement best practices in complaint handling
- recognise and reward exemplary complaint handling by staff
- regularly review the complaints management system and complaint data, and
- implement appropriate system changes arising out of our analysis of complaints data and continual monitoring of the system.

## 8 APPENDICES

### 8.1 Appendix 1:

#### Contacts

Organisation	Address	Contact
Murra Warra Wind Farm	RES Australia Suite 4 Level 1 760 Pacific Highway Chatswood NSW 2067	Tel Freephone: 1800 890 847  E-mail <a href="mailto:info@murrawarrawindfarm.com">info@murrawarrawindfarm.com</a>  Web site: <a href="http://www.murrawarra-windfarm.com/">http://www.murrawarra-windfarm.com/</a>
Horsham Rural City Council	Civic Centre 18 Roberts Ave PO Box 511 Horsham VIC 3402	Tel: 03 5382 9777  e-mail: <a href="mailto:council@hrcc.vic.gov.au">council@hrcc.vic.gov.au</a>  Web site: <a href="https://www.hrcc.vic.gov.au">https://www.hrcc.vic.gov.au</a>
Yarriambiack Shire Council	34 Lyle Street PO Box 243 Warracknabeal VIC 3393	Tel: 03 5398 0100  e-mail: <a href="mailto:info@yarriambiack.vic.gov.au">info@yarriambiack.vic.gov.au</a>  Web site: <a href="https://yarriambiack.vic.gov.au/">https://yarriambiack.vic.gov.au/</a>
National Wind Farm Commissioner	National Wind Farm Commissioner PO Box 24434 Melbourne VIC 3001	Tel 1800 656 395  e-mail: <a href="mailto:nwfc@environment.gov.au">nwfc@environment.gov.au</a>  Web site: <a href="https://www.nwfc.gov.au/">https://www.nwfc.gov.au/</a>

## 8.2 Appendix2:

### Complaints Register

All complaints shall be logged in an electronic register in the tabular format as shown below and a report produced annually or at any other time as requested by the Responsible Authorities.

- Unique identifier.
- Name.
- Address.
- Property reference (if applicable).
- How received.
- Date received.
- Staff member responsible for dealing with the complaint.
- Details of the complaint.
- Details of action taken to resolve the complaint.
- Date closed.
- Link to any previous complaints.

If the complaint is about noise the following additional information will be recorded

- Description of the noise (special characteristics).
- When did the complainant first become aware of the noise?
- Is the noise intermittent or continuous?
- Description of any weather conditions which affect the audibility or severity of the noise.
- Can the noise be heard indoors?

### 8.3 Appendix 3:

#### Information Flyer,

#### Murra Warra Wind Farm Making a Complaint, Comment or Suggestion

- A flyer shall be produced on no more than two sides of A4 which shall detail the following
- General statement of policy
- Explanation of the complaints procedure
- Standards of service
- Names of key personnel
- Contact telephone numbers including a toll free phone number
- E-mail address
- Web site address
- An explanation of the role of the Council's and the National Wind Farm Commissioner in the complaints process and contact details
- Where to obtain a full version of the complaints policy

#### Production

This information flyer will be produced and distributed prior to the commencement of construction and again at final commissioning of the wind farm. Should key information change between those times and after commissioning update issues will be produced and distributed.

#### Distribution

The information flyer will be distributed as follows

- DELWP.
- Horsham RCC Planning Department.
- Yarriambiack Shire Council Planning Department.
- All residents living within 5km of a turbine
- All adjoining landowners.
- Any person making a complaint.
- Any person requesting a copy

In addition the latest version will be available for download on the Wind Farm Web Site.

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#### 8.4 Appendix4:

### Complaints Investigation Procedure for Noise Complaints

# Murra Warra Wind Farm

## Noise Complaint Investigation and Response Plan

March 2017

sonus.

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Associate  
Phone: +61 (0) 410 920 122  
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[www.sonus.com.au](http://www.sonus.com.au)

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## GLOSSARY

Complainant	An owner or occupier of a dwelling in the vicinity of the Murra Warra Wind Farm who formally lodges a complaint to the Murra Warra Wind Farm.
Dwelling	A reference to a dwelling in this document is a reference to a dwelling which exists or has development approval at the time of the Permit approval.
The pre-construction assessment	Sonus Report S4453C16 dated June 2016.
The Permit	Planning and Environment Regulations 2015 Form 4 Section 63, 64, 64A and 86 Planning Permits PA1600127 and PA1600128 in the Horsham RCC and Yarriambiack Planning Schemes respectively under the Minister for Planning for the Murra Warra Wind Farm.

## 1 PLANNING PERMIT CONDITIONS

The Permit provides conditions for the operation of the Murra Warra Wind Farm wind farm and amongst other things, requires the following with respect to noise complaints:

### **Noise complaints evaluation**

13. *Following facility commissioning, all complaints shall be managed following procedures set out in the noise complaints management plan. For the purposes of complaints evaluation, the following requirements apply:*

- a. Post installation sound levels shall, where practical, be measured at the same locations where the background sound levels were determined (GPS coordinates and a map showing these locations is to be provided).*
- b. If a potential non-compliance with condition 11 is detected, or an acoustic investigation is required under the complaints plan endorsed under condition 14, an independent assessment report must be prepared by a suitably qualified and experienced independent acoustic engineer to:*
  - identify the weather or operational conditions associated with the complaint / potential non-compliance.*
  - analyse the uncertainty and confidence levels in the monitoring, and the steps taken to reduce uncertainty*
  - target assessment to identify the cause and remediation actions*
  - submit a remediation plan to the satisfaction of the responsible authority outlining, the investigation process, complainant communications, actions and timelines to resolve the complaint/ potential non-compliance.*
  - The responsible authority may request an independent peer review at the cost of the permit holder.*
- c. If investigations indicate special audible characteristics are occurring, procedures outlined in Appendix B of the Standard should be applied.*

### **COMPLAINTS RESPONSE PLAN**

14. *Before wind energy facility is commissioned, 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, quarry impacts, shadow flicker.*

The following table lists the Permit Condition, the specific noise requirement under that Condition and the Section of this Plan that addresses the Condition:

Permit Condition	Noise Requirement	Plan Section
13(a)	Post installation sound levels	3.2
13(b)	Independent assessment report	3.2
13(c)	Special audible characteristics	3.2
14	Complaint Investigation and Response Plan	All sections

## **2 NOISE COMPLAINT RECEIPT**

1. Record all details to an electronic (computer based) complaint log such as an Excel spreadsheet;
2. Record the following complainant details:
  - Location of the dwelling (if provided);
  - Contact details of the complainant (if provided);
  - The time of 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).
3. Record the following noise source details:
  - What is the subjective description of the noise?
  - Does the noise relate to the typical operation of the wind farm?
  - Does the noise relate to the operation of the wind farm under certain weather conditions? If so, what are those weather conditions?; and
  - Does the noise relate to a new noise source that has not appeared previously during the typical operation of the wind farm?

## **3 RESPONSE**

### **3.1 Maintenance Issues or Mechanical Defects**

1. Determine whether the issue is related to a maintenance issue or a mechanical defect based on either the:
  - information provided during the Complaint Receipt; or
  - discussion with operational employees; or
  - an inspection of the location during the conditions of the complaint;
2. Where the issue is related to a maintenance issue or a mechanical defect, rectify the issue and provide the complainant with a summary of the above investigations. No further action is required.

### 3.2 Typical Operation

In the circumstance where this section of the Noise Complaint Investigation and Response Plan has been invoked, the following should be noted:

- A pre-construction noise assessment in accordance with Condition 10 of the Permit has been completed to the satisfaction of the responsible authority;
- A noise compliance assessment in accordance with Condition 12 of the Permit has been completed and a compliance report has been prepared.
- The compliance report is based on measurements at the same locations, where practical, as where the background noise levels were measured as part of the Pre-Construction Assessment. The background noise level locations are provided below as referenced in the Pre-Construction Assessment:

**Table 1: Background noise monitoring locations.**

Monitoring Location ID	Coordinates (UTM WGS84 54H)	
	Easting	Northing
H41	613316	5962130
H42	617405	5962523
H57	619031	5972440
H65	613196	5968127
H155	610457	5966643
H160	622812	5967041
H161	617959	5966346

- The compliance report is accompanied by a report by an environmental auditor or an independent peer review which concurs that the regime has been conducted with reasonable uncertainty and confidence levels and includes tests for the relevant special audible characteristics.

The following methodology has been based on the project status as outlined above.

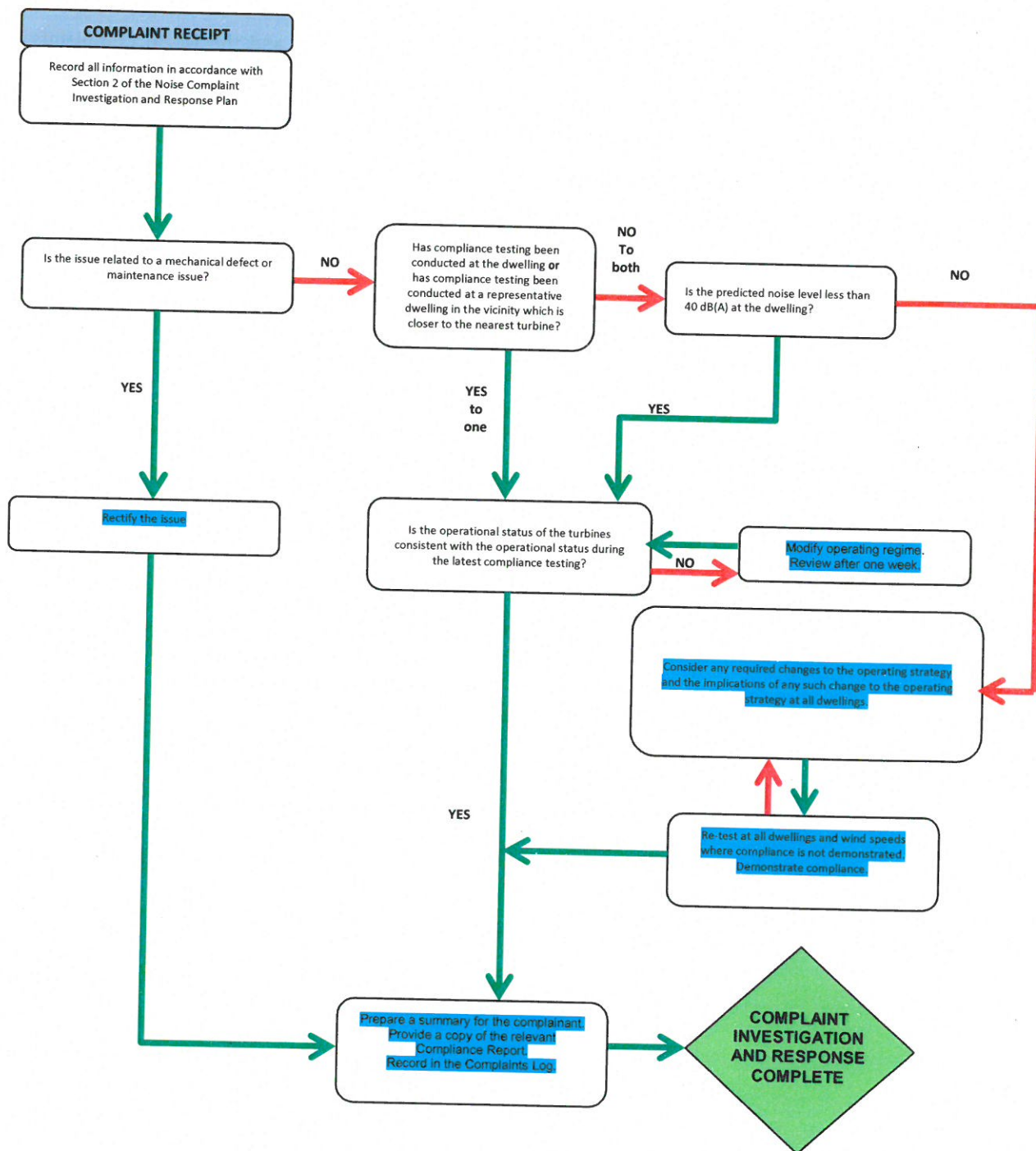
1. Where the issue is not related to a maintenance issue or a mechanical defect, determine the following:
  - a) Whether compliance noise monitoring has been conducted at the dwelling; or
  - b) Whether compliance noise monitoring has been conducted at a representative dwelling in the vicinity of the complainant that is closer to the nearest turbine;
2. In the circumstance where both 1a) and 1b) are not confirmed, proceed to Step 7;
3. In the circumstance where either 1a) or 1b) are confirmed, compare the operational status of the turbines with that of the compliance report;
4. Where the wind farm is found to be operating consistently with the tested operating strategy<sup>1</sup>, provide the complainant with a summary of the above investigations and a copy of the compliance report, where that document has not been provided to the complainant previously. Record the above in the electronic complaints log. No further action is required;
5. Where the wind farm is found to be operating inconsistently with the tested operating strategy, modify the operation accordingly and provide the complainant with a summary of the above investigations, the actions taken and a copy of the compliance report, where that document has not been provided to the complainant previously;
6. After one week of modified operation, review the operating modes to confirm operation in accordance with the compliance report and record in the electronic complaints log. No further action is required;
7. In all other circumstances, review the operating strategy and determine the predicted noise levels at the complainant's location;
8. Where the predicted noise levels do not exceed 40 dB(A) at any integer wind speed at the complainant's location, provide the complainant with a summary of the above investigations and a copy of the compliance report, where that document has not been provided to the complainant previously. Record the above in the electronic complaints log. No further action is required;
9. Where the predicted noise levels exceed 40 dB(A) at any integer wind speed, determine the modifications to the operating strategy, if any, to achieve the project criteria;
10. Implement the changes, if any, and conduct compliance testing in accordance with Condition 13 and any approved noise compliance test plan at wind speeds where compliance is not confirmed;
11. Prepare a revised Noise Compliance Report;

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<sup>1</sup> The tested operating strategy will be summarised in the Compliance Report required under Condition 12 of the Permit

12. Review the implications of the revised Noise Compliance Report for dwellings other than that of the complainant and repeat compliance testing at those dwellings if required;
13. Provide the revised Noise Compliance Report to the Minister for Planning for approval. Record the above in the electronic complaints log. No further action is required.

A flow chart depicting the noise complaint investigation and response procedure is provided below.



#### 4 REVIEW

1. A review of the Noise Complaint Investigations and Response Plan and the Noise Complaints register will be conducted every 3 months. Any recommended modifications (including status quo) will be reported to all complainants in that 3 month period and to the Minister for Planning;
2. The report will include a summary of the complaints, including their location, investigations and remediation actions taken in the preceding 3 month period.