

Boco Rock Wind Farm Complaints Handling Procedure

Complaints Handling Policy

Boco Rock Wind Farm seeks to maintain an ongoing social licence to operate and strong, respectful relationships with stakeholders. To that end, we recognise the value of resolving complaints in a transparent and efficient manner; and see complaints as an opportunity to improve.

Making a complaint

What is a complaint?

A complaint is any expression of dissatisfaction made to us relating to Boco Rock Wind Farm or our complaints handling procedure itself, where you expect a response from us. Complaints include expression of dissatisfaction with the conduct of, action by, or failure to act by Boco Rock Wind Farm or its employees, contractors or other representatives.

How do I make a complaint?

A complaint can be made to Boco Rock Wind Farm via any of the complaint channels listed below. We will endeavour to respond to a complaint made by phone within one business day, or in writing within three business days.

What happens when a complaint is made?

Complaints may be investigated and resolved by a number of Project representatives, including the Site Manager and the relevant Project representatives. We will seek to obtain your contact details, details of the complaint, including any specific information you are able to provide and the resolution you are seeking. We will keep you updated regarding the complaint investigation and resolution, and provide you with a final resolution.

All complaints are recorded in our complaints register, which is audited on a regular basis during the operation of the Project.

Complaint Channels

The following avenues are provided for community and stakeholder feedback, enquiries and complaints for the life of the Project.

Website

A project website is provided at this address: <http://www.bocorockwindfarm.com.au/>

The website provides:

- A contact form and email address to accept emailed complaints;
- A postal address to accept mailed complaints; and
- A 24 hour phone number to accept phone message complaints
- The approval documents within which the Project operates.

Phone line

A 24 hour, 7 day a week phone line is available. The number is 1300 855 985.

The contact number is listed on the Project website (www.bocorockwindfarm.com.au/contact-us).

Complaints register

A complaints register is maintained by a Project representative for the life of the wind farm. Reporting of the complaints register will be undertaken via compliance reports and as requested. The register will include all complaints received by phone, mail or email, and records will include the following information:

- Date, time and method of complaint
- Contact details of the complainant (held confidentially)
- Nature and detailed description of complaint
- Person receiving complaint
- Actions undertaken to address the complaint
- Status of complaint (open/closed)
- Sign off by relevant Project representative