

# Lal Lal Wind Farms

## Complaints Procedure, Construction



### Overview

Lal Lal Wind Farms will work with members of the community to both acknowledge and resolve complaints in a timely manner.

This procedure outlines our commitment to the community to manage and seek an acceptable outcome with complaint management.

### What is a complaint?

Our definition of a complaint is an expression of dissatisfaction made to or about Lal Lal Wind Farms. This can be related to the services, staff or the handling of a complaint, where a response or resolution is required.

Anyone has the right to lodge a complaint and we will manage complaints in a respectful and objective manner.

### How do I lodge a complaint?

Complaints can be lodged by:-

- Calling us on our toll free community hotline: 1800 187 183
- Emailing us at [info@lallalwindfarms.com.au](mailto:info@lallalwindfarms.com.au)
- Writing to us P.O. Box 669 Buninyong 3357
- In person, Buninyong Information Centre, 408 Warrenheip Street Buninyong (Mondays, Thursdays and Fridays 8.30am to 12.30pm)

### How will Lal Lal Wind Farms acknowledge your complaint?

When lodging a complaint in person, we will outline the process involved to investigate your complaint. If more information is required, you will be contacted the next working day with a response.

When making a complaint is lodged by phone or by email, we will provide an initial response the next working day.

If your complaint is received by post and there is no email or phone details, you will receive a response within 5 working days.

We are committed to resolving complaints promptly however some complaints can be complex and will require extensive investigation. If we are unable to resolve your complaint within the timeframe, we will keep you informed regarding the progress of your complaint.

We will update you on the progress of your complaint and the results of our investigations and how we aim to resolve the complaint. We will aim to include in our response:-

- What actions have been taken
- A summary of the outcome
- The reasons for the decisions that were made
- Resolutions or solutions offered



Feedback will be requested from you on whether your complaint has been resolved and if you consider the complaint to be closed. If no response is received from yourself within 30 working days, the complaint will be considered to be closed.

## Would you like your complaint to be investigated further?

If you are not satisfied that your complaint has been resolved, you can escalate your complaint by contacting the following:

- **Office of the National Wind Farm Commissioner**
  - Website: <https://www.nwfc.gov.au/>
  - Email: [nwfc@environment.gov.au](mailto:nwfc@environment.gov.au)
  - Post: PO Box 24434 Melbourne VIC 3001
  - Telephone: 1800 656 395
- **Department of Environment Land Water and Planning (DEWLP)**
  - Website: <https://www2.delwp.vic.gov.au/>
  - Phone: 136 186
  - Online: <https://www2.delwp.vic.gov.au/our-department/contact-us>
  - Post: P.O Box 500 East Melbourne VIC 8002
- **Environment Protection Agency (EPA)**
  - Website: <http://www.epa.vic.gov.au/about-us/contact-us>
  - Phone: 1300 372 842
  - Email: [contact@epa.vic.gov.au](mailto:contact@epa.vic.gov.au)
  - Post: GPO Box 4395 Melbourne Victoria 3001

## Complaints register

Complaint details will be recorded in our stakeholder database, Consultation Manager and in the Complaints Register.

Details will include contact information, receipt and acknowledgement of the complaint, actions taken, and complaint closure date. The contents of the Complaints Register will be reported to the Minister for Planning as required.

## Endorsed Environmental Management Plan, Community Engagement Complaints

See website for a copy of this document.

## Noise Complaint Investigation and Response Plan

Currently being drafted, will soon be uploaded to the website for comments and review.

