

# FACTS SHEET



## Stockyard Hill Wind Farm Complaints Handling Process

Stockyard Hill Wind Farm takes all complaints seriously and aims to acknowledge and resolve complaints in a timely manner. This document aligns with the internal Goldwind Australia Complaints and Enquiries Policy and the Stockyard Hill Wind Farm Enquiries and Complaints Handling Plan.

### *What is a complaint and who can make a complaint?*

A complaint is an expression of dissatisfaction made to or about Stockyard Hill Wind Farm, related to its services or staff, where a response or resolution is explicitly or implicitly expected or legally required.

We acknowledge that anyone has the right to lodge a complaint and we will ensure that all the complaints we receive will be managed respectfully, objectively and efficiently. At times, clarification may be required regarding whether a stakeholder is lodging a complaint rather than an enquiry.

### *How do I lodge a complaint?*

- Calling the project hotline on 1800 753 730
- Emailing [contact@stockyardhillwindfarm.com.au](mailto:contact@stockyardhillwindfarm.com.au)
- Writing to Level 4, North Tower Building, 485 LaTrobe St, Melbourne VIC 3000

### *What happens after a complaint is lodged?*

Where complaints are received in person, via telephone or email, we aim to provide an acknowledgment and initial response immediately if possible, or the next working day. Where complaints are received by post, we aim to provide acknowledgment and initial response within 5 working days.

Following this, the project team will assess the complaint and coordinate an investigation (if required) and propose resolution measures. We aim to communicate the results of investigations and proposed resolution measures within 5 working days.

Communication of the resolution should include:

- Actions that were taken in response to the complaint;
- Outcome(s) of the complaint;
- Rationale for any decisions made;
- Proposed resolution offered; and
- Request for feedback from the complainant as whether the information provided has resolved their complaint; and
- information on escalation options available to the complainant.

A complaint will be considered closed when a complainant advises that they consider the complaint resolved. Alternatively, if no response is received from the complainant within ten working days, the complaint will be considered closed.

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## *How can I have a complaint further investigated?*

If you believe your complaint has not been resolved satisfactorily, you can escalate your complaint by contacting the following offices:

- Office of the National Wind Farm Commissioner
  - Website: [www.nwfc.gov.au](http://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
- Environmental Protection Authority VIC
  - Website: [www.epa.vic.gov.au](http://www.epa.vic.gov.au)
  - Email: [contact@epa.vic.gov.au](mailto:contact@epa.vic.gov.au)
  - Post: GPO Box 4395, Melbourne VIC 3001
  - Telephone: 1300 372 842
- Victorian Department of Environment, Land, Water and Planning
  - Website: [www.delwp.vic.gov.au](http://www.delwp.vic.gov.au)
  - Post: PO Box 500, East Melbourne, VIC 8002
  - Telephone: 136 186
- Pyrenees Shire Council
  - Website: [www.pyrenees.vic.gov.au](http://www.pyrenees.vic.gov.au)
  - Email: [pyrenees@pyrenees.vic.gov.au](mailto:pyrenees@pyrenees.vic.gov.au)
  - 5 Lawrence Street, BEAUFORT VIC 3373
  - Telephone: 1300 797 363

## *Complaints Register*

It is a requirement of the project approval for all complaints to be recorded in a Complaints Register. This register may be made publicly available to regulatory bodies. Your privacy is very important to us and your personal information will be kept confidential.