

## Our Complaints Handling Procedure

### Overview

Biala Wind Farm takes all complaints very seriously and aims to acknowledge and resolve complaints in a timely manner.

This document sets out our commitment to the public regarding the management and resolution of complaints. It is made available on our website.

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

We define a complaint as an expression of dissatisfaction made to or about Biala Wind Farm, related to its services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

It is helpful to us if complainants clarify that they are lodging a complaint rather than an enquiry.

We acknowledge that anyone has a right to lodge a complaint and we will ensure that all the complaints we receive will be managed respectfully, objectively and efficiently.

### Complainants can assist our complaints handling by:

- communicating with us in a respectful and non-threatening manner
- providing sufficient detail of the complaint
- being clear about the problem giving rise to the complaint
- being clear about the outcome they are seeking from making the complaint
- understanding that complex complaints can take time to investigate.

### How to make a complaint

You can lodge a complaint by contacting us via:

- Toll-free phone: 1800 370 045. Please note this is an answering service and we will call you back after we receive your message
- Online form: <https://bialawindfarm.com/contact-us/>
- Email: [info@bialawindfarm.com](mailto:info@bialawindfarm.com)
- Post: Biala Wind Farm, Suite 3, level 21, 1 York Street, Sydney, NSW 2000
- In person: by contacting us and making an appointment

**If you believe your complaint is urgent, please lodge your complaint by calling the toll-free phone number on 1800 370 045.**

The more detail you can include in your complaint, the easier it is for us to try and find a resolution. For instance, if your complaint is about noise from the wind turbines, it is helpful for us if you can provide:

1. a description of the noise which was causing an impact
2. time and date when the noise occurred
3. the duration of time you could hear the noise for
4. the weather conditions at the time you could hear the noise.

## What we do when you make a complaint

Where your complaint is made by phone, email or via the website, we'll ensure we provide an initial response by the following working day.

If your complaint is received by post with no email or phone contact details supplied, we will provide a written response within five working days.

If we are unable to resolve your complaint in our initial response, we will provide a proposed resolution or progress update within five working days. You can also contact us to check how your complaint is progressing at any time.

We are committed to resolving all complaints promptly. However, some complaints are complex and may take longer than five days to resolve. We will contact you if further investigation is needed and we will keep you informed regarding the progress of your complaint.

The way in which we respond to your complaint and the time taken for our response may vary. For example, if you engage legal representation to handle your complaint, we may need to do the same prior to sending our response.

In all instances, we will let you know the results of our investigations and how we propose to resolve your complaint. We will aim to include the following in our response:

1. What actions we have taken.
2. A summary of the outcome.
3. The reasons behind any decisions made.
4. Any remedy or resolutions offered.

We will request feedback from you on whether you consider your complaint closed. Depending on your feedback we will close your complaint. If no response is received from you within 10 working days, or we deem there is nothing further we can do to resolve the complaint, the complaint will be closed.

## Respectful communication

We expect all parties involved in a complaint to communicate with courtesy and respect.

Communication that contains offensive, rude, abusive or threatening material will not be tolerated. In these cases, Biala Wind Farm may take a number of steps, including:

- suggest the complainant only communicate with our team members in writing

- edit information we have received to remove offensive or abusive comments
- stop responding to communications that include rude, offensive or abusive comments
- stop handling the complaint, or
- report offensive, abusive or threatening communications to a higher level of management or to an external agency such as the National Wind Farm Commissioner, the police or other law enforcement agencies.

## If you would like your complaint further investigated

If you feel we have not resolved your complaint to your satisfaction, then you can escalate your complaint by contacting the following offices:

- Office of the Australian Energy Infrastructure Commissioner
  - Website - <https://www.aeic.gov.au/>
  - Email - [aeic@aeic.gov.au](mailto:aeic@aeic.gov.au)
  - Post - National Wind Farm Commissioner, PO Box 24434, Melbourne VIC 3001
  - Telephone – 1800 656 395
- NSW Department of Planning, Industry and Environment Compliance Team
  - Phone - 1300 305 695
  - Email - [information@planning.nsw.gov.au](mailto:information@planning.nsw.gov.au)
- Environmental Protection Authority (EPA)
  - Website - <http://www.epa.nsw.gov.au/>
  - Environment Line phone – 131555

## Complaints Register

In accordance with Condition 4.9 of the wind farm's Development Approval, it is a requirement for us to record all complaints in a Complaints Register. Your privacy is very important to us and your information will be kept confidential. An anonymous version of this Complaints Register is available on our website. It is updated monthly.