

COMMUNITY ENQUIRIES AND COMPLAINTS

Introduction

The Community Enquiries and Complaints procedure has been prepared to support the Finley Solar Farm (Project) Environmental Management Strategy (EMS), section 11.4. Enquiries and complaints relating to construction impacts will be managed through Signals Lucidity Incident Module. The scope and procedure are outlined below.

Purpose

PURPOSE & SCOPE

- WHAT** This procedure defines the process for receiving and responding to community enquiries and complaints relating to Finley Solar Farm, specifically:
- Reporting requirements
 - Means and method of investigating
 - Undertaking remedial action
 - Providing acknowledgement and feedback to community members
- WHEN** This procedure applies when:
- Issues, incidents and operations occur throughout the construction period that impact Finley Solar Farm stakeholders.
 - Any community stakeholder submits an enquiry or complaint
- WHO** This procedure applies to all personnel engaged by Finley Solar Farm, including employees, contractors and all people visiting the site, irrespective of their reason for visiting or their employer.
- WHY** This procedure defines the project teams approach to complaints and enquiries resulting from construction of the Finley Solar Farm. The procedure aims to ensure that statutory reporting requirements are upheld, as well as demonstrate best practice for community engagement. In addition, adherence to this procedure will ensure that Finley Solar Farm actively maintains good relationships with stakeholders and neighbours and can assist in the gathering of information for the purpose of continuous improvement.
- HOW** Community enquiries and complaints received throughout the construction period will be entered into Lucidity Incident Module and the process outlined below.

Community Enquiries and Complaints Procedure

Step No.	Activity Outline	Responsible Person
1	RESPONSIBILITIES	
1.1	<p>All personnel covered by this procedure are required to:</p> <ul style="list-style-type: none"> Understand what constitutes an enquiry or complaint Ensure all enquiries and complaints are immediately directed to the SHEQ Manager Assist with investigations where required 	Relevant personnel
1.2	<p>In the instance of a complaint or enquiry, the SHEQ Manager and/or relevant personnel must:</p> <ul style="list-style-type: none"> Record all complaints in the Lucidity Incident Module Ensure enquiries or complaints are recorded using relevant register Provide regular timely feedback on progress and results of investigations and actions to the Construction Manager / relevant personnel; Implement learnings to improve what we do 	SHEQ Manager Construction Manager and /or relevant personnel
2	LODGING AN ENQUIRY OR COMPLAINT	
2.1	<p>At the time of an enquiry/complaint being received, the person responding to the community member must advise:</p> <ul style="list-style-type: none"> That the solar farm has an Enquiries and Complaints Procedure (this Procedure) The likely timeframe for an initial response (see 2.2) The likely timeframe for investigation and resolution of their enquiry That details provided will be covered by the Commonwealth Privacy Act 1988 <p>If appropriate, the person responding can also request the community member provide a follow up request in writing so a copy of the enquiry or complaint is available in the community member's own words.</p>	SHEQ Manager / Relevant personnel
2.2	<p>Signal Energy will report notifiable safety and environmental events and all complaint events to ESCO Pacific as soon as practically possible, but not later than the shift on which the event occurred unless otherwise contractually required. This report may be by voice, email or text.</p> <p>Complaints shall be registered, tracked and responded to in accordance with the following:</p> <ul style="list-style-type: none"> Advise ESCO Pacific of all complaints received during construction Complaint entered into Lucidity Incident Module (Signal Energy and their sub-contractors) 	SHEQ Manager / Relevant personnel

	<ul style="list-style-type: none"> Initial response provided to the complainant within 24 hours indicating the matter is being addressed Detailed response including details of the complaint and the action taken / further action planned to alleviate the problem provided to the client within ten working days Signal Energy in consultation with Finley Solar Farm Pty Ltd will make the determination to notify the relevant authority. The relevant site personnel shall work with the ESCO Pacific Representative as required during incident investigation activities 	
2.3	<p>Minimum details to be recorded are:</p> <ul style="list-style-type: none"> Issue, complaint or query summary Time and date of enquiry/complaint Details of community member making enquiry/complaint and their relationship to Finley Solar Farm Preferred means and time for contacting community member Place, location (if applicable) of issue/s raised Additional, brief description of enquiry/complaint Any other parties that this enquiry/complaint has been raised with Any actions taken to date to respond to issue/complaint, either by the community member involved or site personnel Whether this is the first time the community member has raised this issue and if not, who was it was raised last time Expectations of community member involved on how to issue/complaint should be handled Details of personnel recording the enquiry/complaint 	SHEQ Manager / Relevant personnel
2.4	<p>All enquiries or complaints:</p> <p>a) Received from:</p> <ul style="list-style-type: none"> Members of the public Neighbours Landholders Members of Parliament Council representatives Community Liaison Group members outside of usual forum And other community groups <p>b) By the asset employees or contractors, and</p> <p>c) That are either:</p> <ul style="list-style-type: none"> Verbal, in person Written Emailed Referred by a third party By phone <p>Are to be recorded in Lucidity Enquiries & Complaints Register.</p>	SHEQ Manager / Relevant personnel

3	SITE VISITS	
3.1	For any visual complaints relating to the solar farm, a site visit to the property of the community member making the complaint is mandatory (provided the complainant agrees).	SHEQ Manager / relevant personnel
3.2	This site visit should be: <ul style="list-style-type: none"> Conducted the same day the incident is reported (if possible, or as soon as possible thereafter) Carried out by the SHEQ Manager/Construction Manager or other relevant personnel For the purposes of collecting additional data and to observe if the issue is still occurring Conducted with the community member present 	SHEQ Manager / relevant personnel
4	INVESTIGATION	
4.1	Upon receipt of an enquiry or complaint, the SHEQ Manger will: <ul style="list-style-type: none"> Determine if relevant authorities need to be notified or involved Determine scope of investigations to resolve complaints and action If the enquiry/complaint relates to a specific person, notify this person and provide them with adequate means to respond and reply Provide regular, timely feedback to the community member, relevant site personnel and others throughout the investigation Ideally, conclude the investigation and report to all parties within 4 weeks (recognising that a longer time may be required to properly conclude the matter) 	SHEQ Manager
4.2	To be of benefit investigations should: <ul style="list-style-type: none"> Be systematic and consistent Carried out with regard to the relevant guidelines and legislation only In reference to the Conditions of Development Approval and associated management plans Accurately describe the sequence of events leading to the issue Identify and describe the basic causes that are directly or indirectly contributing to the issue Identify any deficiencies in any of the asset Systems and/or Procedures Recommend any corrective action and/or opportunities for improvement 	SHEQ Manager / Relevant personnel
5	RESPONSE	
5.1	Investigations once completed should be summarised and communicated to the community member involved by the Asset Site Representative or relevant personnel within 4 weeks (if possible).	Relevant personnel
5.2	An option for the relevant personnel to provide further, verbal explanation of the information provided, conclusions made and actions taken should be	Relevant personnel

	also be offered to the community member making the enquiry or complaint.	
6	ESCALATION	
6.1	Community members can request that their enquiry or complaint is escalated to another, more senior representative if they are unsatisfied with the outcome of the initial investigation and response.	Community member /Stakeholder Manager/ Project Director
6.2	Escalations: <ul style="list-style-type: none"> • Must be made in writing • Will be acknowledged and further investigations commenced within 1 week • Will be completed by the Project Director of the asset • Ideally, will be completed and a response provided within 4 weeks 	Community Member Project Director
6.3	Where appropriate, the SHEQ Manager will invite external agencies to provide further input to and review of escalated enquiries and complaints.	SHEQ Manager
6.4	Outcomes of escalated enquiries and complaints are intended to provide a final resolution to the original community members' enquiry or complaint.	Stakeholder Manager
7	VARIATIONS	
	The asset may vary this procedure at any time, if required. An example of this may be a conflict of interest whereby the Project Director cannot investigate a particular issue that involves themselves.	Stakeholder Manager
8	DEVELOPMENT	
	Feedback from community members can be valuable in helping Finley Solar Farm recognise opportunities for improvement – both operationally and in how the solar farm manages relationships with the community. All enquiries and complaints are managed to provide a source of information as to the specific issues that need to be addressed, managed and mitigated. On a weekly basis, summaries of all community enquiries and complaints are provided to the Stakeholder Manager for consideration and action if required. A copy of the Community Enquiries and Complaint Procedure will be made available on the Finley Solar Farm website.	SHEQ Manager/ Stakeholder Manager

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