

Ararat Wind Farm Complaint Handling Procedure

Complaint Lodgement:

Complaints, both general and noise related, can be lodged by following the procedure set below.

All complaints can be lodged via:

- The tollfree telephone number (1800 738 807) also published on the website and on the entrance sign to the wind farm.
- The info@ararat-windfarm.com email address.

General Complaint Receipt:

- All details will be lodged on the Ararat Wind Farm Electronic Complaints Register.
- Representatives will endeavour to respond to messages within the next business day or continue to call on each subsequent business day in the circumstance where the complainant does not have an answering service.
- The following details will be recorded:
 - Details of the complaint;
 - Location of the complaint;
 - Contact details of the complainant;
 - The time of the complaint;
 - Confirmation that the complainant has been informed that the complaint will be logged but no further action will be taken if the location and contact details are not provided (if relevant).

General Complaint Response:

AWF will respond to general complaints in the following manner:

- Determine whether the issue is a maintenance matter or a mechanical defect. If this is deemed to be the case AWF will rectify the issue and provide the complainant with a summary of the above investigations.
- Where the wind farm is found to be operating consistently with the permits, a summary of investigations will be provided to the complainant and no further action will be taken.
- Where the wind farm is found to be operating inconsistently with the permits, operations shall be modified accordingly and a summary of the above investigations, and actions taken shall be provided to the complainant.
- In all other circumstances, review the complaint and determine the required action to resolve the matter, and provide this information to the complainant.

Noise Complaint Receipt:

In accordance with the Planning and Environment Act Ararat Planning Scheme Permit No. 09/004799, and Northern Grampians Planning Scheme Permit No. 5.2009.94.1 Ararat Wind Farm has established a Noise Complaint Evaluation and Response Plan.

AWF will respond to noise complaints by following the directives set out in the Endorsed 'Noise Complaint Evaluation and Response Plan' which can found on the Ararat Wind Farm website. If issues are experienced accessing the plan, use the contact details contained with-in this procedure to obtain a copy.