



## Forest Wind Farm Complaints Handling Process

Forest Wind takes all complaints seriously and aims to acknowledge and resolve complaints in a timely manner.

This document aligns with the internal Forest Wind Complaints and Enquiries Policy and the Forest Wind Enquiries and Complaints Handling Procedure.

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

A complaint is an expression of dissatisfaction made to or about Forest Wind, related to its services, team or contractors, where a response or resolution is explicitly or implicitly expected or legally required.

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. 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 office on (07) 5447 1472

Emailing [info@forestwind.com.au](mailto:info@forestwind.com.au)

Writing to Forest Wind, PO Box 1613 QLD 4566

In person at the Level 2, Office 1, 255 Gympie Terrace, Noosaville QLD

Opening Hours: Friday 9.30am – 4pm, or by appointment.

### What happens after a complaint is lodged?

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

Where complaints are received by post, we aim to provide acknowledgement and initial response within five 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 five working days.

Communication of the resolution should include:

- actions taken in response to the complaint;
- outcome(s) of the complaint;
- rationale for any decisions made;
- proposed resolution offered;
- request for feedback from the complainant as to 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.

### **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 office:

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

### **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 and may be provided to regulatory bodies. Your privacy is very important to us and your personal information will be kept confidential. Records of complaints will be maintained for a period of at least three years.