



# Community and Stakeholder Feedback and Complaints Management Framework

PO Box 110  
Suite 10, 19-35 Gertrude St  
Fitzroy VIC 3065

[windprospect.com.au](http://windprospect.com.au)



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## **Acknowledgment of Country**

Wind Prospect respectfully acknowledges the Traditional Custodians of the land on which our office and each of our projects are located. We also acknowledge and uphold their continuing relationship to the land and pay our respects to their Elders past, present and emerging.

## Introduction

This community and stakeholder feedback and complaints management framework broadly applies to active renewable energy project developments undertaken by Wind Prospect Pty Ltd (Wind Prospect). Its purpose is to outline Wind Prospect’s approach to receiving and responding to feedback from communities and key stakeholders associated with our projects.

Feedback plays an important role in identifying issues, opportunities, and the needs and wants of all stakeholders. It is critical to informing decision making and can lead to better outcomes for communities and stakeholders.

Wind Prospect values all feedback from all stakeholders. Our approach to managing feedback is designed to ensure we engage in a meaningful and respectful way, and, where possible, proactively anticipate and prevent complaints being made.

The underlying principles for our approach to feedback and complaints management are outlined in Table 1. These principles also underpin our approach to communication and engagement for each Wind Prospect project.

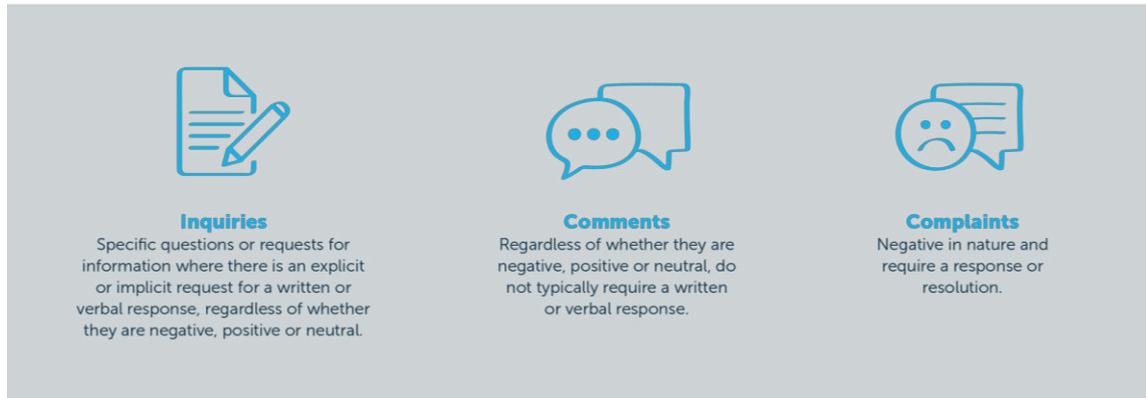
*Table 1 Wind Prospect’s overarching engagement principles*

<b>Openness</b>	This principle emphasises transparency and honesty in communication and decision-making processes. It involves sharing information openly with stakeholders and related parties.
<b>Inclusiveness</b>	This principle highlights the importance of involving all relevant stakeholders in the engagement process. It aims to ensure that diverse perspectives and interests are considered.
<b>Responsiveness</b>	This principle involves actively listening to stakeholders and taking their concerns and feedback into account. It requires timely and appropriate responses to stakeholders’ needs and issues.
<b>Accountability</b>	This principle stresses the importance of taking responsibility for actions and decisions made because of the engagement process. It involves being answerable to stakeholders and ensuring that commitments are upheld.

These principles are consistent with the NSW Ombudsman’s *Effective Complaint Management Guidelines* and the Clean Energy Council’s ‘four foundational principles of community engagement’.

How Wind Prospect responds to feedback depends on the nature of the matter(s) raised and how the feedback has been categorised. There are three feedback categories used to identify and determine how a response is prepared:

*Figure 1 Categorisation of incoming inquiries*



Wind Prospect's approach to managing inquiries and comments differs from our approach to managing complaints. Inquiries and comments are managed under the 'general feedback' response framework, and complaints are managed under the 'complaints and issues management' response framework.

## Response framework: general feedback

If you have a question, require information or would like to make a general comment, you can do so at any time. You are encouraged to contact the project team directly responsible for the relevant project, by any means listed on the 'Contact us' page of the project website.

How you can provide feedback:

- **In person:** at community events or meetings
- **By post:** P.O Box 110, Fitzroy, Victoria, 3065 (please include the name of the project your providing feedback on in your correspondence).
- **By email:** via the specific project email address for project related feedback, otherwise via the 'Get in touch' form on the Wind Prospect website ([Contact Us - Wind Prospect](#))
- **By phone:** via the specific project number listed on the project website or +61 3 9005 9075 (during business hours)

### How Wind Prospect will manage general feedback

If you have sent your feedback to the project email, you will receive an email response, acknowledging receipt of your email.

A member of the project team will formally acknowledge your comment or inquiry within two (2) business days. At this time Wind Prospect may also provide a response to your question or request further information.

If a response cannot be provided within two (2) business days, at the time of formally acknowledging your correspondence, the project team will provide you with an estimate of when we will be able to provide you with a response.

We will aim to provide you with a formal response to your feedback within five (5) business days. Where this is not possible, for example, if your feedback or inquiry is complex and/or extensive, it may take longer to provide a formal response. In this instance, we will keep you informed until a formal response has been provided.

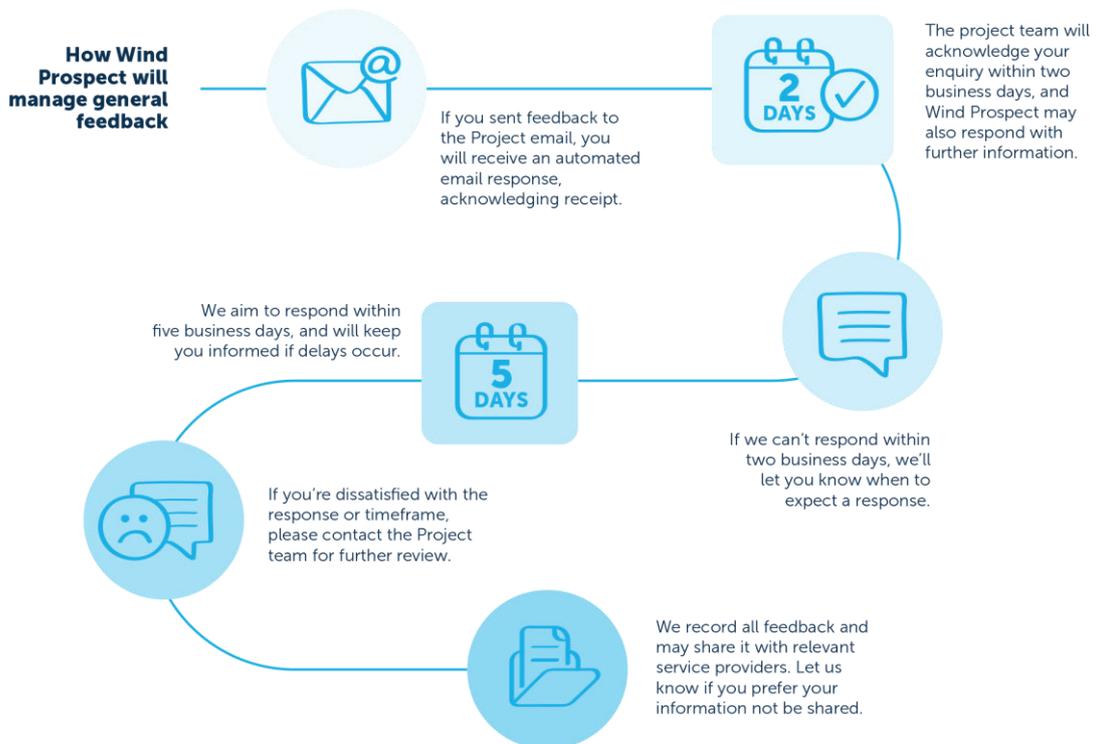
If you are dissatisfied with the response or the time taken to provide a response, we recommend you contact the project team to advise this.

All feedback is recorded in the project-specific stakeholder interaction databases, and where required, may be shared with service providers engaged by Wind Prospect, such as consultants carrying out social and economic impact assessments. Recording stakeholder interactions ensures:

- all relevant team members have visibility of conversations and any commitments made to stakeholders
- emerging issues, shifts in stakeholder attitudes, or new risks can be identified and acted on
- alignment with stakeholder needs and community expectations
- trust and transparency between the project team and community and stakeholders.

If you do not wish for your information to be shared in this way, please ensure you state that as part of your correspondence (written or verbal).

Figure 2 Steps taken to address general feedback and inquiries



## Response framework: complaints and issues management

Wind Prospect takes all feedback seriously, and in the instance of a specific grievance or complaint received from a community member or other stakeholder, extra steps are taken to ensure that where possible, a response is provided in a timely manner. Wind Prospect's approach to complaints and issues management has been developed with reference to the NSW Ombudsman's *Effective Complaint Management Guidelines*, which are consistent with the Standards Australia's Guidelines for complaint management in organisations (AS10002;2022).

A complaint or grievance is defined as an expression of dissatisfaction made about Wind Prospect, its subcontractors, or specifically in relation to one or more of Wind Prospect's renewable energy project developments. Complaints may include, but are not limited to:

- the conduct or behaviour of Wind Prospect personnel or representatives, including contractors, sub-contractors or consultants, in a specific interaction or circumstance
- the manner in which a defined project activity has been undertaken (for example site visits, consultation activities, communications or field works)
- how Wind Prospect has handled a previous complaint or inquiry, including concerns about timeliness, adequacy or appropriateness of the response
- a specific project-related decision where there is concern that it is incorrect, unfair, inconsistent with our normal approach, or has not been adequately explained.

### What isn't a complaint

Other types of correspondence that would not be considered or registered as a complaint include:

- requests for information, or general project updates
- requests for greater clarification of policies, procedures and how these apply to the development of our projects
- offers to provide goods or services to a project (e.g. earthmoving services, local accommodation)
- a general expression of dissatisfaction with any individual project
- provision of feedback or general comments around their thoughts and opinions without implicitly or explicitly requesting a resolution or outcome.

Where repeated requests have been made, such as in instances where requests for information or updates have not been followed up or acted on, these may be considered complaints and would be managed in accordance with the complaints procedure outlined below.

## How to make a complaint

The receipt and management of complaints and grievances are treated differently to how Wind Prospect responds to general enquiries, requests for information or feedback (in support or opposition to a project).

Complaints or grievances should be submitted as promptly as possible after the issue/incident has occurred to ensure the matter can be investigated and addressed. Wind Prospect recognises the importance of managing complaints to improve how we engage and operate as a business and build trusted relationships with all stakeholders.

You are encouraged to contact the project team directly responsible for the relevant project, by any means listed on the 'Contact us' page of the project website.

How you can provide feedback:

- **In person:** at community events or meetings
- **By post:** P.O Box 110, Fitzroy, Victoria, 3065 (please include the name of the project your providing feedback on in your correspondence).
- **By email:** via the specific project email address for project related feedback, otherwise via the 'Get in touch' form on the Wind Prospect website ([Contact Us - Wind Prospect](#))
- **By phone:** via the specific project number listed on the project website or +61 3 9005 9075 (during business hours)

If you are deaf or have a hearing or speech impairment, you can use the **National Relay Service** to provide your feedback. If English is not your first language, you may use the **National Translating and Interpreting Service**. We will also accept feedback from other people on your behalf.

## How Wind Prospect will manage your complaint

We will accept a verbal or written complaint via any of the above methods. For Wind Prospect to investigate and address a complaint, you must provide contact information if you would like to receive a response and, where possible, a resolution to your complaint.

When Wind Prospect receives a complaint in writing via email, you will receive an acknowledgement of receipt of your email.

Wind Prospect will then review your complaint and assess:

- if the matter is or is not a complaint
- the complexity and/or seriousness of the complaint
- whether Wind Prospect, or a third party or external party is involved
- how the complainant has been or could potentially be impacted by the issue
- whether a response or resolution is implicitly or explicitly requested or (legally) required
- how we can resolve the complaint as soon as possible.

If you have emailed your complaint or provided contact details via posted letter or through the website contact form, a member of the Wind Prospect team will contact you within two (2) business days, to formally acknowledge your complaint, advise on the next steps and may ask you to clarify any of the information provided.

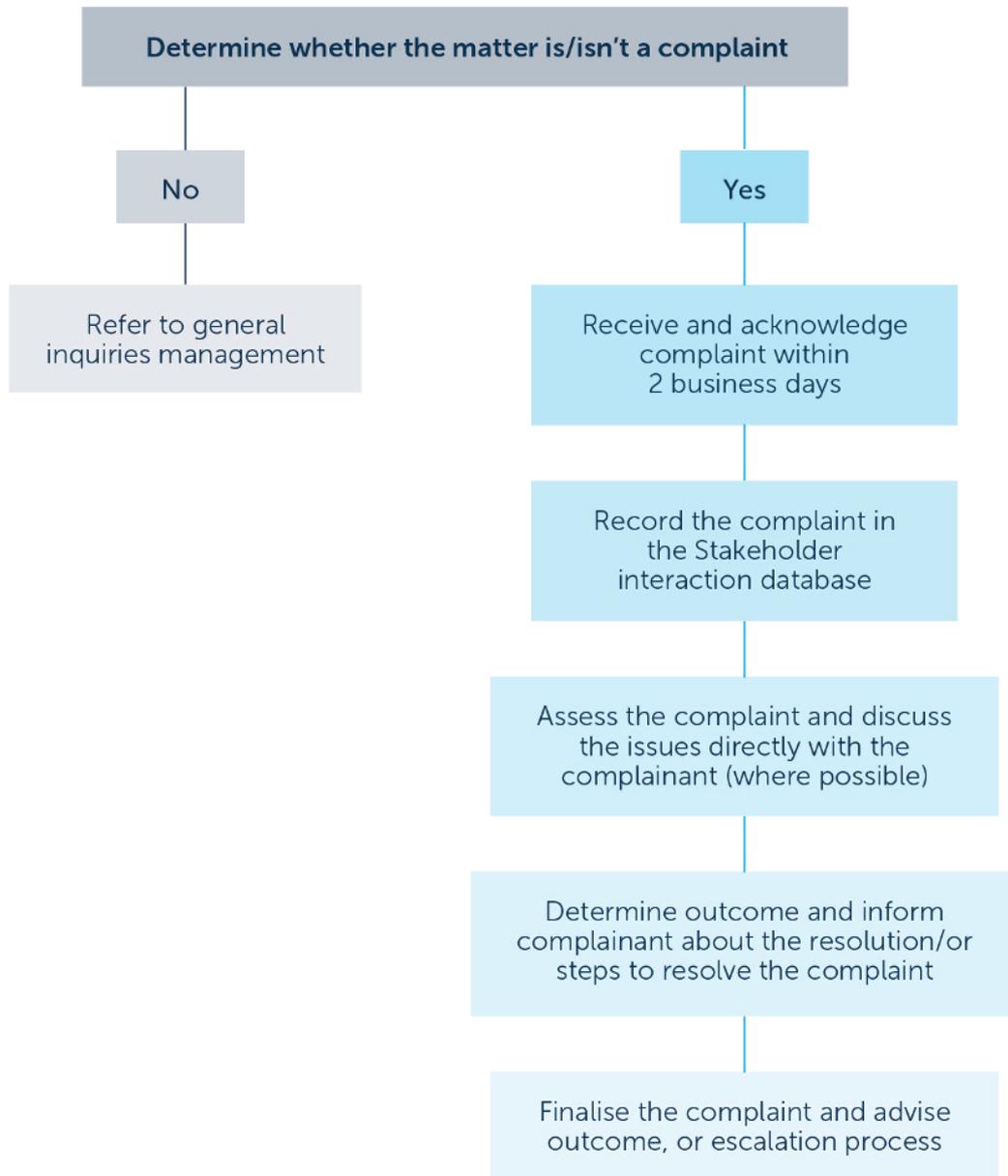
We will try to resolve your complaint within 10 business days. Where we are unable to resolve the complaint within this timeframe, we will provide an update to you, and an estimate of the timeframe required to resolve the complaint.

### **Mutually respectful communication and engagement**

Wind Prospect is committed to maintaining an environment characterised by mutually respectful, constructive, and inclusive communication and engagement across all its projects.

This requires all parties to engage with one another in a manner that is courteous and grounded in mutual regard. Wind Prospect, communities and stakeholders are responsible for contributing to a safe and professional environment and ensuring that dialogue remains balanced and solution-focused. Aggressive, abusive, hostile, or otherwise disruptive forms of engagement or feedback will not be tolerated and are unlikely to be responded to.

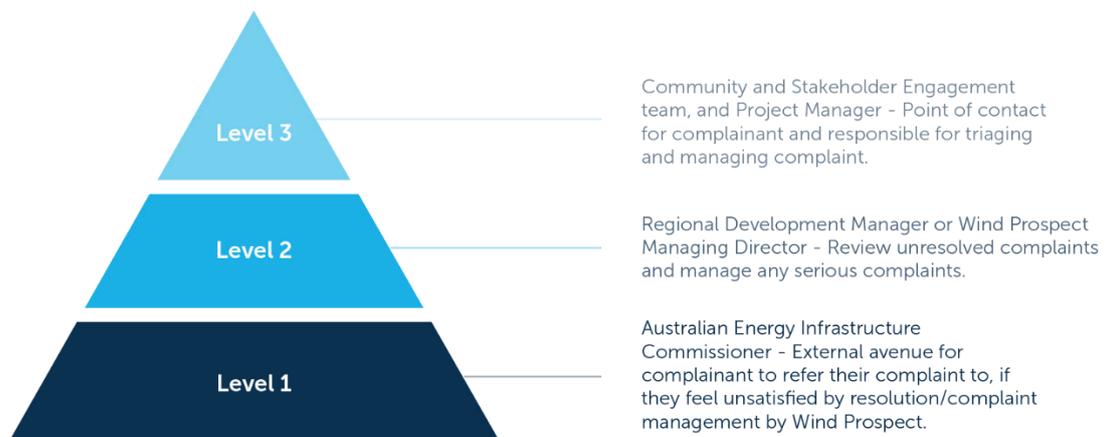
Figure 3 Steps to resolve a complaint



## Escalation of complaints

Wind Prospect has adopted the NSW Ombudsmen's recommended three level model for complaint escalation. This model is outlined in Figure 4 below.

*Figure 4 Wind Prospect's three level model for complaint escalation (adapted from NSW Ombudsmen Guide to Complaints Management)*



## External escalation point

If a complaint cannot be resolved by Wind Prospect to the satisfaction of the complainant, we will recommend existing external avenues such as the [Australian Energy Infrastructure Commissioner](#) for you to contact.

The AEIC supports community members who have concerns or questions about proposed or operating energy infrastructure projects in their area.

Complaints should be made in writing, however you can contact the AEIC directly to discuss your complaint first.

**By phone:** 1800 656 395

**By email:** [aeic@aeic.gov.au](mailto:aeic@aeic.gov.au)

**By post:** PO Box 24434, Melbourne, Victoria, 3001

## Continuous monitoring and improvement

As part of Wind Prospect's Feedback and Complaints Management Framework, we conduct regular reviews of complaint information and data. This helps to understand patterns or trends, any gaps in project and/or communication and engagement processes and whether our complaints management system is effective. It also ensures we remain responsive and can adapt to any changes in what complainants may want or need.

Our review includes:

1. Regular monitoring of complaints:
  - a. monitoring the number of complaints received
  - b. monitoring the response time, from acknowledgement through to resolution
  - c. monitoring the number of repeat complaints received
  - d. monitoring the source of the complaints such as physical locality in relation to a project.
2. Investigating the underlying causes of complaints:
  - a. analysing whether there are multiple people making a complaint about a similar issue
  - b. whether complaints received through digital communication channels are the same or similar to complaints made in person.

In addition to the above, Wind Prospect may also, where appropriate, seek feedback from complainants on their level of satisfaction with the handling of their complaint, and whether there are any opportunities to improve the experience and effectiveness of Wind Prospect's management of inquiries and/or complaints.

Where changes to our Feedback and Complaints Framework are made, we will notify the community and update the website with the revised document.



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