

# Wambo Wind Farm Stage 1 Complaints Investigation and Response Plan

## Document Number – WBWF1-CSJ-EPC-PM-PLN-0006

This document applies to the following sites:

Wambo Wind Farm Stage 1 <input checked="" type="checkbox"/>	
Wambo Wind Farm Stage 2 <input checked="" type="checkbox"/>	

### Table of Contents

1.0	Purpose.....	1
2.0	Scope .....	1
3.0	Definitions .....	2
4.0	Actions .....	2
4.1	Receiving and actioning complaints .....	2
4.2	Recording and responding complaints .....	4
4.3	Resolving complaints.....	4
5.0	Review and Consultation .....	4
7.0	References.....	4
8.0	Revision History .....	5

## 1.0 Purpose

The purpose of this procedure is to define the process for receiving, recording, investigating and resolving external complaints

## 2.0 Scope

This procedure applies to all complaints received by the Stanwell-Cubico Joint Venture (JV) in relation to activities/community impacts at the Wambo Wind Farm Stage 1 and 2 sites. This procedure does not apply to:

- media enquiries;
- employment-related grievances or disputes; or
- reportable conduct (see Definition).

This procedure specifically addresses the requirements of the Wambo Wind Farm Development Approval Condition 20 (a) Prepare a Complaint Investigation and Response Plan (CIRP).

### 3.0 Definitions

<b>General complaint:</b>	An expression of dissatisfaction about the JV (or their sub-contractors) actions and/or performance at its site, from a person (anonymous or otherwise) or organisation external to the JV (or their sub-contractors) requesting or requiring a response.
<b>Environmental complaint</b>	An expression of dissatisfaction towards an environmental aspect of the Wambo Wind Farm Stage 1 operations, actions and/or performance from a person (anonymous or otherwise) or organisation external to the JV (or their sub-contractors) requesting or requiring a response or remedial action. Environmental complaints or concerns are categorised according to the level of interaction required to resolve (refer to 4.3).
<b>Joint Venture</b>	Joint Venture (JV) partnership between Cubico Sustainable Investments and Stanwell Corporation for the Wambo Wind Farm Project Stage 1 and Stage 2, with roles and responsibilities as defined in the respective Service Agreements.
<b>Reportable conduct</b>	Reportable conduct is outlined in Stanwell’s Whistleblower Protection Policy (Refer GOV-POL-30) as including conduct which, in the objectively reasonable view of the individual or organisation making the disclosure, is: <ul style="list-style-type: none"><li>• dishonest;</li><li>• fraudulent;</li><li>• corrupt;</li><li>• unethical;</li><li>• an illegal act, including theft, drug sale or use, violence or threatened violence or criminal damage against property;</li><li>• a repeated breach of Stanwell policy or administrative processes;</li><li>• a breach of Commonwealth or State legislation or local authority by-laws;</li><li>• an unsafe work practice which involves substantial risk to the health and safety of our people or the public;</li><li>• any other conduct which may cause financial or non-financial loss to Stanwell or be otherwise detrimental to the interests of Stanwell; or</li><li>• any deliberate concealment relating to any of the above. (see 4.1 for further direction)</li></ul>
<b>Stakeholder Engagement team</b>	The Stakeholder Engagement team within Stanwell Corporation, responsible for performing day-to-day stakeholder and community engagement activities in accordance with the Joint Venture Service Agreements.

### 4.0 Actions

#### 4.1 Receiving and actioning complaints

All Joint Venture employees have the potential to receive complaints in the course of their duties.

General and/or environmental complaints may be received from members of the public, external organisations or an environmental regulator. A complaint can be made via any means, including:

- Toll-free telephone number (1800 490 475);
- Letter, addressed to Wambo Wind Farm c/ GPO Box 800, Brisbane, QLD 4001
- Email ([info@wambowindfarm.com](mailto:info@wambowindfarm.com)); or
- Wambo Wind Farm website “contact us” function.

The contact details (for making a complaint or enquiry) will be made available to the public via the Wambo Wind Farm website ([www.wambowindfarm.com.au](http://www.wambowindfarm.com.au)).

If a complaint or information is received regarding alleged reportable conduct committed by an employee of JV partner Stanwell, it needs to be immediately referred to the Stanwell Company Secretary.

The employee who receives a complaint should record the following details during initial contact:

- Name, address and contact number of complainant;
- Time, date and nature of complaint;
- A short summary of the complaint;
- If the complaint is made regarding an environmental concern, clarify whether the environmental concern is still occurring. If so, the complaint must be referred immediately to the Stakeholder Engagement team;
- Confirm if the complainant has previously had contact with The JV or any other party associated with Wambo Wind Farm Stage 1 regarding their complaint;
- Seek consent of the complainant to record personal information for the purposes of investigating the complaint;
- Confirm the complainant's preferred method of contact;
- Advise the complainant a member of the Stakeholder Engagement team will make contact to further discuss; and
- The time, date and method the complaint was referred to the Stakeholder Engagement team.

The employee who receives the complaint must seek the complainant's consent for their name, contact details, property location and a short summary about the issue to be recorded in the JV's document record system. The person making the complaint should be reassured that their details will only be used for the purposes of investigation and will not be shared with any other party.

If the complainant does not agree to provide their details, they should be informed that the JV will undertake an investigation based on information provided, however it will not be able to respond to the complainant with the outcome. The direct phone number for a Stakeholder Engagement team member should be provided to the complainant for any follow up enquiries they may choose to action.

Within one (1) business day, or as soon as practicable, complaints must be referred to the Stakeholder Engagement team to coordinate the JV response. Anonymous complaints should also be forwarded to the Stakeholder Engagement team for assessment and investigation.

### **Actioning the complaint**

Upon receipt of the complaint, the relevant Stakeholder Engagement team member will contact the complainant to:

- introduce themselves, their role and the role they will play during the course of the investigation;
- confirm the information initially provided;
- identify any additional or relevant information;
- confirm consent has been given in accordance with Stanwell's Privacy Policy (Refer GOV-POL-02)
- advise the timeframes in which the complainant can expect a response; and
- provide the complainant with the reference number for the record of their complaint in the Wambo Wind Farm complaints register.

The Stakeholder Engagement team member will ensure the details of the complaint are recorded in the Wambo Wind Farm complaints register. Personal information recorded as part of receiving and investigating a complaint must comply with Stanwell's obligations under the *Privacy Act 1988 (Cth)* (Privacy Act) and Stanwell's Privacy Policy GOV-POL-02.

## 4.2 Recording and responding to complaints

The Stakeholder Engagement team is responsible for ensuring relevant and sufficient details are recorded regarding the complaint to enable a timely and appropriate investigation to be undertaken and maintaining the register of complaints for the project.

### General complaints

Any records created e.g. emails or documents to record and resolve a general complaint are stored in the project folder *Documents\Social and Permitting\1.0 – Community and Stakeholder\2.0 – Complaints Management\2.3 Complaints Management Correspondence*.

When a general complaint is received, a summary is provided in an email to the Project Director. If the complaint is of a serious nature, the JV management committee must be informed.

The Stakeholder Engagement Manager may manage a complaint directly or assign the complaint to an appropriately qualified employee to investigate.

The investigating employee should contact the complainant by their preferred method of contact within one (1) business day, or as soon as practicable, to acknowledge receipt of the complaint and commit to future contact within the next ten (10) business days.

The nature of the complaint will determine the length and complexity of the interaction; however, the following principles will apply in all cases:

- all complaints are to be investigated;
- complainants are to have one primary contact at the level appropriate to the nature of the complaint;
- complainants are to be contacted at appropriate intervals during the process;
- relevant internal JV stakeholders should be kept informed at appropriate intervals during investigation and resolution;
- a minimum of two JV representatives are present in all face-to-face contact with a complainant unless an alternative arrangement is approved by the Project Director;
- any file notes or records of interactions must be saved in in project folder referenced above.

### Environmental Complaints

The Stakeholder Engagement team member creates the appropriate record on the complaint in the project folder and refers the complaint to the Site Engineer for further action.

## 4.3 Resolving complaints

The outcome of an investigation into a general complaint, including independent reviews or approvals should be developed and communicated to the complainant within 10 days.

The Stakeholder Engagement team is responsible for providing a summary of the resolution to the complainant and details of whether ongoing actions, monitoring or interactions are required, and recording in the complaints register whether or not the complaint has been resolved to the satisfaction of the complainant.

## 5.0 Review and Consultation

This document is required to be reviewed, as a minimum, every two years in consultation with key internal stakeholders of the JV partners.

## 6.0 References

The following Stanwell controlled documents are adopted by the JV for the purposes of this document, and only to such extent as required to implement this document:

- [GOV-POL-29 Whistleblower Protection Policy](#)

- [GOV-PRCO-36 – Protected Disclosure Procedure](#)
- [GOV-POL – 02 Privacy Policy](#)

## 7.0 Revision History

Rev. No.	Rev. Date	Revision Description	Author	Endorsed By	Approved. By
1	4.03.2023	First revision. Submitted to Queensland Government Department of State Development, Local Government, Infrastructure and Planning pursuant to condition 20 of the Wambo Wind Farm development approval.	Paul Veivers	Danielle Cohen	Carl Allcorn