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Sent: Friday, 30 April 2021 4:48 PM

To: Andrew Dyer <andrew@collins-street.com>; Michelle Grainger <mgrainger@moyne.vic.gov.au>

Cc: Barker, Leigh <Leigh.Barker@industry.gov.au>

Subject: RE: Complaints process [SEC=OFFICIAL]

Hi Michelle,

Thank you for the opportunity to review Moyne Shire Council's draft Wind Farm Complaints Handling Procedure.

Upon review, our Office would like to provide the following comments:

Complaint Registration Form

- Addition of preferred method of contact
- Name and location of the wind farm
 - Council may wish to shorten this to just 'Name of the wind farm/project'. The location of the impacting activity caused by the wind farm would be highlighted in the complaint description
- Information handling consent
 - Current wording is confusing. Wording could be changed to *"Do you give the Council permission to provide your details and/or discuss your matter with the wind farm company and other responsible authorities?"*

Complaints Handling Procedure

- Change 'National Wind Farm Commissioner' to 'Australian Energy Infrastructure Commissioner'
- How will multiple complaints by the same complainant be treated?
- 3. Principles
 - May wish you include consequences or steps that Council may take if parties do not act reasonably
- 4.4 Investigation and response to the complaint or enquiry
 - For complaints, may need to consider what happens if a course of action cannot be agreed on by the parties and this significantly stretches out the timeline
- 4.6 Follow up, internal review and closure
 - Further information could be offered on what an internal review entails
 - May wish to state that a case closure will be communicated to the complainant and also provide reasons for the case closure

Our Office would be happy to arrange a time to go through the Council's CHP in more detail and provide further feedback.

We have also attached our Office's complaint form, Complaints Handling Policy and Information Handling Policy for your consideration.

Kind regards,

Euikuk Park

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