

Wind farm complaint registration form:

- 1) this complaint form has already been sent to some community members for them to use to lodge wind farm noise complaints;
- 2) the form does not have an issue date;
- 3) does not clarify adequately what information is needed e.g. about noise complaints and therefore is unlikely to result in enough information being provided in the first instance e.g. wind direction, weather conditions, turbine activity, what noises or symptoms were being experienced, vibration, sleep disturbance etc;
- 4) there should be service standards included on this form e.g. acknowledge receipt immediately by automatic email & advise contact will be made in 10 days if more information is needed;
- 5) the email address where complaints should be sent should be included at the beginning of this form;
- 6) it should be made clear at the beginning of the form that if insufficient information is provided then the complaint may not be able to be actioned;
- 7) I don't believe that I could use the proposed form to adequately lodge a complaint about a wind farm matter without extensive additions;
- 8) this form is so general in nature, it is guaranteed to result in Moyne Shire having to request further information;

Wind Farm Complaints Handling Procedure

- 9) This is a general policy document, not a procedure;
- 10) This document does not make clear how the summary report (4.7) will be presented to the Councillors (i.e. in a council meeting) or summary of complaints released to the public for transparency;
- 11) It is important that this process allows the community to see how effectively Moyne Shire is dealing with complaints it receives as a responsible authority;
- 12) there is no definition about what information must be included in the summary report (4.7) e.g. time on hand, whether 10/28 day response times are being adhered to, length of time complaints have been held by Moyne Shire, resolved complaints; rejected complaints etc;
- 13) There is no system of review by Moyne Shire to periodically review complaints on hand, or to close out or respond to complainants (this is a separate system to reporting to the CEO/Mayor etc);
- 14) What check and balances are in place to ensure Moyne staff are adhering to the 10 or 20 day service standards? Who takes responsibility for this?
- 15) There is no periodic review of the complaint form itself to see whether it requires changes;
- 16) There seems to be a lot of information in the procedure that should be included as fields on the actual complaint form (e.g. section 4.3).
- 17) I believe that this system should be available online, with information fields to prompt the provision of required information to Moyne Shire to support complaints.