

**PLANNING and ENVIRONMENT ACT
MOYNE PLANNING SCHEME**

**PERMIT NO. 20060221-3
Condition 47 & 48
MODIFIED ENDORSED PLAN
Sheet 1 of 21**

Katherine Morton
Signed: *Katherine Morton* for
MINISTER FOR PLANNING
Date: 27/02/2026

COMPLAINTS INVESTIGATION AND RESPONSE PLAN

Hawkesdale Wind Farm

Planning Permit No. 20060221-3

12/02/2026

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Definitions

Term	Definition
Acknowledge	Recognition that a complaint has been received.
CSEM	Community & Stakeholder Engagement Manager
CSEO	Community and Stakeholder Engagement Officer
Complainant	A person, organisation or their representative (including clients, consumers, service users, customers, etc.) making the complaint.
Complaint	Any expression of dissatisfaction with a real or perceived problem relating to Global Power Generation Australia. This may result when a member of the public believes that GPGA has done something wrong, failed to do something it should have done, and/ or acted outside legislative requirements or planning conditions.
Complaints Register	A complaint data management system used to record complaints.
EPA	Environment Protection Authority
Investigation	An inquiry undertaken to ascertain facts and detailed to inform the resolution of a complaint.
PD	Project Director (during construction) or the Regional Operations Manager (during operation)
This Plan	The Complaints Investigation and Response Plan
The Standard	Australian/New Zealand Standard AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations

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1. INTRODUCTION

Hawkesdale Wind Farm (the Project) is located approximately 2 km southeast of Hawkesdale, in the Shire of Moyne, Victoria (Figure 1.1). The Minister for Planning under Planning Permit No. 20060221 approved Hawkesdale Wind Farm on 12 August 2008. The most recent amended planning permit is Planning Permit No. 20060221-3.

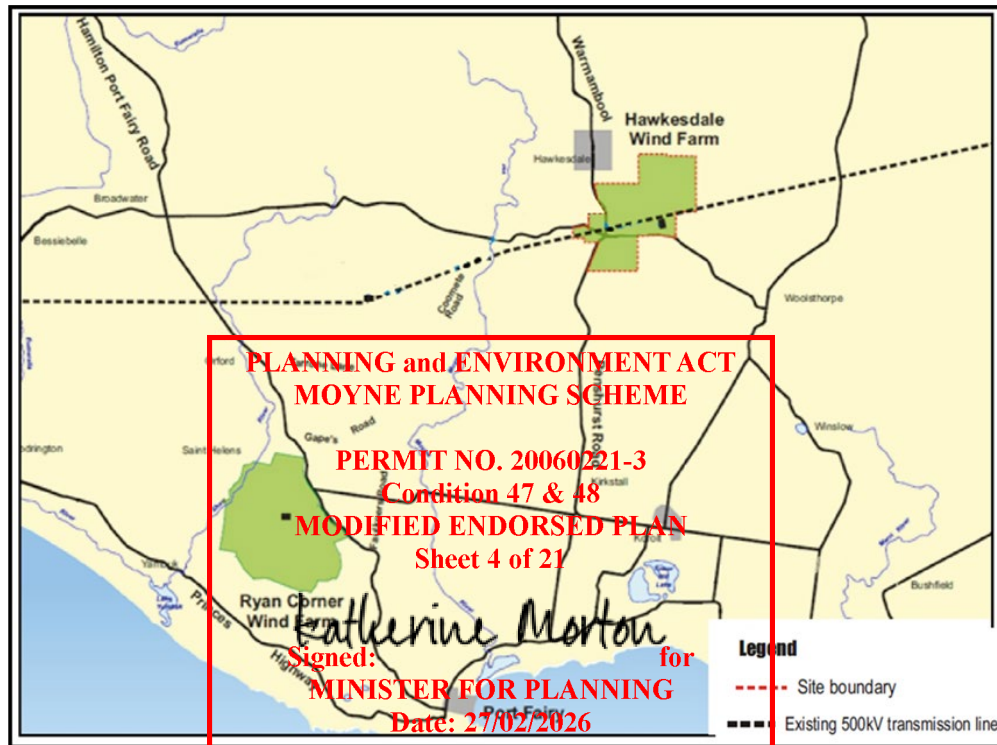


Figure 1.1 Hawkesdale Wind Farm Location

The purpose of this document is to describe the complaints investigation and response approach through which Global Power Generation Australia (GPGA), on behalf of Ryan Corner Development Pty Ltd (Ryan Corner Development) will process complaints for Hawkesdale Wind Farm. The specific objective of the Complaints Investigation and Response Plan (this Plan) is to:

- Provide stakeholders with access to a transparent and responsive complaints handling process,
- Assist GPGA in resolving complaints in a consistent, guided, transparent and responsive manner to the satisfaction of the complainant and the organisation,
- Enable GPGA to identify trends and eliminate causes of complaints and improve the GPGA's operations; and
- Provide a basis for continual review and analysis of the complaints handling process and the resolution of complaints.

This Plan has also been developed to comply the Ryan Corner Planning Permit No. 20060221-3. Once endorsed by the Minister for Planning, the Plan will form part of Planning Permit No. 20060221-3.



This Plan has been prepared in accordance with the Australian/New Zealand Standard AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations (the Standard).

This Plan will be implemented upon endorsement and will be applicable during construction and operation of the Hawkesdale Wind Farm. It applies to all staff (inclusive of site contractors and GPGA representatives) receiving or involved in managing complaints in the context of the wind farm's construction and operation.

This Plan will be made publicly available on the project website (<https://hawkesdalewindfarm.globalpower-generation.com.au>). The GPGA Community & Stakeholder Engagement Manager (CSEM) in conjunction with the corresponding GPGA Project Director (during construction) or the Regional Operations Manager (during operation) (referred to as PD in this document) are accountable for ensuring all complaints are managed by the corresponding Community & Stakeholder Engagement Officer (CSEO) assigned to the Project, in accordance with this Plan.

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2. COMPLAINTS HANDLING PROCESS

The complaints handling process for the Hawkesdale Wind Farm will involve GPGA receiving, responding to, and addressing complaints. The complaint handling process is summarised in Figure 2.1.

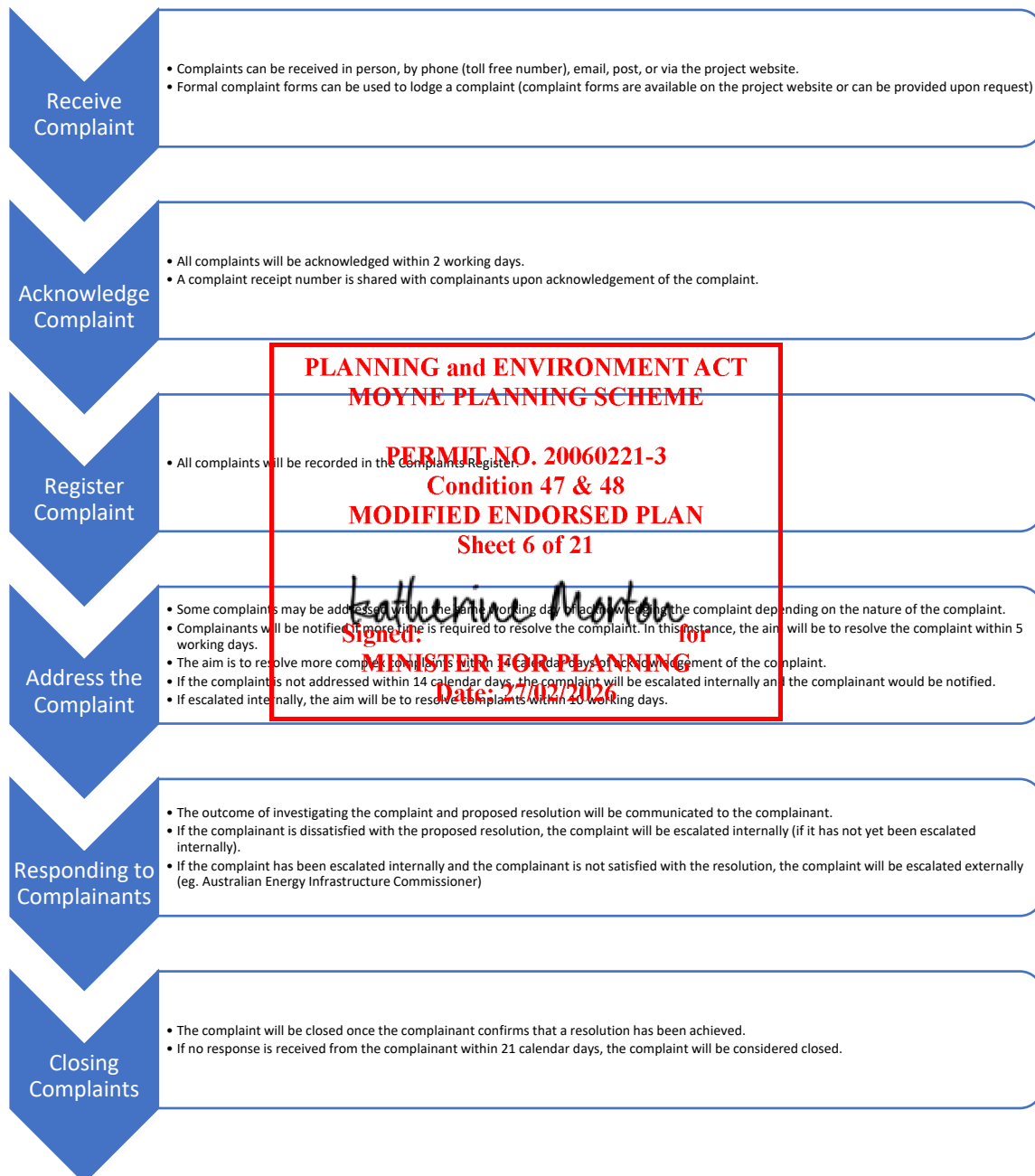


Figure 2.1 Complaints Handling Procedure

This figure may be amended to further clarify the complaint handling procedure explained in this document.



2.1. STEP 1: RECEIVE A COMPLAINT

Stakeholders can lodge complaints during construction and operation of the Hawkesdale Wind Farm using several methods. This includes in person, via telephone, via electronic mail (email), postal mail and on the project website.

Method	Process
In Person	Complaints can also be made in person at the Hawkesdale site-office, once construction begins. The office will be located at Woolsthorpe-Heywood Road, Hawkesdale, 2.65 kilometres from the intersection of Woolsthorpe-Heywood Road and Peshurst-Warrnambool Road. Complaints can be made in-person by prior arrangement at GPGA's head office, which is located at: Suite A, Level 3, 73 Northbourne Avenue Canberra, ACT 2601
Telephone	1800 457 181 (Press 4) which is the toll free number established for the project. The number will be shared with stakeholders through the project website.
Email	Stakeholders can lodge a complaint via email using the following address: hawkesdalewindfarm@globalpower-generation.com.au
Post	Complaints can be lodged via letter, or other written format, and can be addressed to the following address: Hawkesdale Asset Pty Ltd as trustee for Hawkesdale Asset Trust Suite A, Level 3, 73 Northbourne Avenue Canberra, ACT 2601
Website	The project website includes an inquiry function, in which stakeholders can lodge a complaint. The website address is: https://hawkesdalewindfarm.globalpower-generation.com.au/contact/

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GPGA will use a variety of mediums to communicate to stakeholders the avenues for lodging a complaint. Details of how to lodge a complaint will be placed in the following locations during construction and operation:

- Toolbox training to make contractors aware of this Plan and who to direct complainants to if the contractors were to receive a complaint.
- The project's monthly newsletter,
- Moyne Shire Council office,
- Signage at the main entrance to the project site, which will be visible to the public, and
- Project website.

The CSEO will provide assistance for people who have difficulty making a complaint by guiding them through the complaint form and assisting them in completing it. The CSEO will accept complaints from family members, advocates, friends or other people who act on behalf of, or in support of, a person who might have limited capacity to make a complaint. If a complaint is made on behalf of someone else, GPGA may need to contact the original complainant to confirm the details of the complaint. A web



accessible version of the Complaints Investigation and Response Plan will also be made available on the project website.

2.2. STEP 2: ACKNOWLEDGE THE COMPLAINT

The CSEO (or other nominated person relevant to the complaint) will acknowledge a complaint within two working days following receipt of the complaint and provide the complainant with a receipt number for the complaint. This acknowledgement will be made via phone or email, depending on the complainant's preferred communication method. On the same working day as acknowledging the complaint, the CSEO will provide the complainant with a link to this document on the project website or with a hard copy of this document if that is what the complainant prefers. On the same working day, the CSEO will also determine whether an immediate escalation to the CSEM is required.

Acknowledging the complaint provides an opportunity to clarify issues relating to the complaint and request further information, if required. In addition to clarifying matters relating to the complaint, during the acknowledgement, details will be provided by GPGA to the complainant about the:

- Complaint process
- The expected timeframes for GPGA's actions
- The complainant's likely involvement in the process and
- The possible or likely outcome of their complaint where practicable.

2.3. STEP 3: REGISTER THE COMPLAINT

GPGA will collect a set of standardised information and record it in a Complaints Register each time a complaint is lodged (Annex A). GPGA will log repeat complaints as one complaint. Repeat complaints are complaints received from the same complainant (or on behalf of the same complainant) on the same matter (eg. traffic). Repeat complaints will be logged as additional information against the original complaint recorded.

GPGA will establish the Complaints Register to ensure that relevant data enabling good communication and resolution of the complaint in addition to the details required by the Minister for Planning are collected.

GPGA will record the following:

- The name and contact details of the person lodging the complaint,
- The complaint receipt number,
- The date the complaint was lodged,
- A summary of the complaint,
- The outcome sought by the complainant,
- Any support requirements needed by the complainant,
- The prevailing weather and operational conditions at the time of the incident, such as wind speed and direction and temperature, and

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- The process for investigating the complaint, and the outcome of the investigation, including the actions taken to resolve the complaint.
- Any other information required to properly respond to the matter

A Formal Complaints Form (Annex B) has been developed to support the collection of complaints in the field.

2.3.1. Privacy

GPGA will set up and maintain the Complaints Register as a secure complaint management system.

The Australian Privacy Principles (APP) are the cornerstone of the privacy protection framework in the *Privacy Act 1988* (Privacy Act). They apply to any organisation or agency the Privacy Act covers. There are 13 Australian Privacy Principles and they govern standards, rights and obligations around:

- The collection, use and disclosure of personal information
- An organisation or agency's governance and accountability
- Integrity and correction of personal information
- The rights of individuals to access their personal information

In accordance with the APP, personal information can only be used or disclosed for the primary purpose for which it was collected. The primary purpose of collecting personal information in the Complaints Register is to have records that facilitate or assist with the adequate resolution of complaints.

Condition 50 of the planning permit and the Standard require personal information to be collected and recorded in the Complaints Register. This will ensure that relevant data enabling good communication and resolution of the complaint, in addition to the details required by the Minister for Planning, are collected. As stated in Section 4 of this Plan, the Complaints Register will be provided to the Minister for Planning annually on each anniversary of the date of the planning permit and at other times on request.

Therefore, it is important to note that the personal details of complainants as collected in the Complaints Register will only be made available to those involved in the resolution of the complaint in question (this could include personnel internal to GPGA, subject matter experts contracted by GPGA, the Australian Energy Infrastructure Commissioner and to the Minister for Planning (care of DELWP) to achieve the primary purpose of collecting the personal information.

The complainant's personal information will only be used and disclosed to achieve the primary purpose of collecting the details.

Stakeholders will have the option to lodge an anonymous complaint. Complainants will be made aware that it may be difficult for GPGA to follow-up on anonymous complaints and to implement some aspects of this Plan. Anonymous complaints may be logged and reported with other complaints to understand potential issues and trends, and to facilitate continuous improvement.

2.4. STEP 4: ADDRESS THE COMPLAINT

GPGA will attempt to deal with complaints as efficiently as possible. Where set timeframes cannot be met, internal escalation systems will be used. The CSEO will also notify the complainant as soon as practicable, where GPGA is unable to deal with either part or all of their complaint. GPGA will suggest,



where practicable, the correct person/organisation that the complainant can reach out to in order to resolve the issue.

2.4.1. Immediate Resolution of Complaints or Requests for Further Information

Some complaints may be easy to resolve or may be requests for additional information. The CSEO will endeavour to respond to the complainants in these instances within the same working day of acknowledging the complaint. These complaints will still be recorded in the Complaint Register. If the complaint can't be resolved or the requested information can't be provided within the same working day of acknowledging the complaint, the CSEO will notify the complainant that a longer timeframe is required to resolve the matter. The CSEO will endeavour to respond to the complainants in these instances within 5 working days of acknowledging the complaint.

2.4.2. Complaints Requiring Further Investigation

For other complaints, an investigation and/or assistances from external subject matter experts may be required prior to responding to the complainant. The CSEO (or other nominated person relevant to the complaint) will be responsible for investigating these complaints.

The investigation may require:

- Site visits, particularly when complaints relate to property damage;
- Consulting internal staff or contractors, including senior management when required;
- Acquiring monitoring data, such as in the case of dust complaints; and
- Contacting external stakeholders.

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GPGA's aim will be to resolve all complaints within 14 calendar days from acknowledgement. However, when this is not possible, the CSEO will notify the complainant that further time is required and escalate the complaint internally to the CSEM and PD.

The CSEO will also inform the complainant of all actions and investigations undertaken within the 14 calendar days to attempt to resolve the complaint and what actions and procedure the CSEM and PD (described below) will be adopting. If actions can't be undertaken prior to escalating the complaint, the CSEO must advise the complainant why the matter is being escalated. The CSEO will also inform the complainant that the CSEM and PD will endeavour to resolve the complaint within 10 working days of being escalated. If the complaint is complex and requiring the input of subject matter experts to resolve, the CSEP will notify the complainant that more time will be required to address the complaint.

When the complaint is escalated, the CSEM and PD will then undertake the following procedure to address the complaint:

- Complete an assessment of the information provided by the complainant to determine whether, and if so how, the complaint can be dealt with by the organisation.
- Facilitate a resolution by talking with the complainant to see if a mutually acceptable resolution can be achieved. This could include GPGA seeking support from an independent conciliator to talk with representatives of both parties.



- Investigate the allegations relating to the complaint which raise significant issues for either GPGA or the complainant. These investigations can be undertaken by the CSEO, the CSEM, PD, or the relevant subject matter expert.
- Review the decisions of the CSEO or the outcome of any internal assessment or investigation of the complaint. The CSEM and PD can in this instance overturn previous decisions and apply remedies where necessary.

The CSEM and PD should aim to resolve the complaint within 10 working days from receipt of the escalated matter. If this timeframe can't be achieved, the CSEO must notify the complainant of the delays and inform them of any progress made since the matter was escalated.

The CSEO will track the progress of each complaint until it is finalised. An up-to-date status will be made available to the complainant upon request and as agreed on with the complainant. The most appropriate way to provide this update will be agreed upon with the complainant upon acknowledgement of the complaint.

Records of all meetings, discussions, and activities associated with a complaint will be recorded in the Complaints Register.

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2.4.3. Addressing Fraudulent, Fabricated and/or Unsubstantiated
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There may also be instances when fraudulent, fabricated and/or unsubstantiated claims are made. In such instances, the following steps will likely be taken.

- Inform GPGA Executives, who will assign responsibility and, if feasible, the timeframe for handling any potentially spurious complaints.
- Review and investigate the complaint; collate facts such as timelines, photographs/maps, and documentary evidence. If a fraudulent claim is suspected, depositions from relevant internal and external witnesses may also be collected, and
- Develop a clear list of tasks to be undertaken to investigate the complaint and assess potential confidentiality requirements.

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For complaints that involve credible allegations of criminal conduct or violence, the complaint will be referred to the relevant authorities and/or credible organisation(s) as appropriate.

2.4.4. Unreasonable Conduct by Complainants

Unreasonable conduct is defined by the Standard as unreasonable persistence, unreasonable demands, unreasonable lack of cooperation, unreasonable arguments and unreasonable behaviour. Such unreasonable complainant conducts (unacceptable complainant conduct) do not preclude valid issues being addressed by GPGA. GPGA will, however, put in place appropriate strategies for managing such conduct fairly, ethically and reasonably. Strategies will include:

- The CSEO, CSEM and PD ensuring focus is placed on observable conduct and the context of communications, not the person
- The CSEO, CSEM and PD accepting that they cannot change the complainant but can modify how they communicate with a complainant depending on the complainant's conduct. This could include requesting all communication is in writing where unreasonable complainant conduct has been clearly demonstrated verbally towards the complaint handlers.



- The CSEM identifying when the unreasonable complainant’s conduct warrants closing the complaint. The CSEO may refer the complainant to the Australian Energy Infrastructure Commissioner in this instance.
- The CSEM and/or the CSEO not responding to communications that contain offensive or abusive comments
- The CSEM recognising their obligation to ensure a healthy and safe work environment for their staff (including the CSEO) requires regular assessment and management of the risks faced by staff who deal with complainants. The CSEM can assess in this instance whether reporting issues of concern to a higher level of management or to an external agency, the police, or a law enforcement agency is warranted.

2.5. STEP 4: RESPONDING TO COMPLAINANTS

Following consideration of the complaint (Step 3), the CSEO will advise the complainant of:

- What actions were taken by GPGA (and their representatives) in response to the complaint;
- The outcomes of the complaint;
- The reasons for any decisions that have been made;
- Whether part of or all the complaint has been addressed by GPGA;
- Any remedy or resolution that have been offered; and
- Information about other remedies that may be available to the complainant, such as seeking an internal or external review, or referring the complainant to the Australian Energy Infrastructure Commissioner.

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At this stage, the CSEO will seek confirmation from the complainant around whether the complaint is considered addressed, if they require further information, or if they wish to escalate the complaint to CSEM and PD.

2.5.1. Escalating Complaints Internally and/or Externally

2.5.1.1. Escalating Complaints Internally

If the complainant is dissatisfied with the outcome of the internal assessment, investigation, review or resolution process, the matter will be escalated to the CSEM and PD for review if they had not been part of the investigation process.

The complainant will be notified of the matter being escalated internally.

2.5.1.2. Escalating Complaints Externally

If the complainant is not satisfied with the CSEM and PD’s internal assessment and proposed resolution, GPGA will inform the complainant how they can submit their complaint to the Australian Energy Infrastructure Commissioner. This will occur verbally in the first instance, and will be confirmed by an email or letter, depending on the preferred communication channels of the complainant.



The CSEO may also refer the complainant to the Environment Protection Authority (EPA) or Moyne Shire Council should the complainant be dissatisfied with the resolution and should the complaint be relevant to the EPA or to Council.

2.6. STEP 5: CLOSE OUT

If the complainant accepts the proposed resolution, the CSEO will close-out the complaint. This will include an email or letter to the complainant confirming that the complaint has been closed-out as well as close-out status in the Complaints Register. Alternatively, if no response is received from the complainant within 21 calendar days, the complaint will be considered closed.

GPGA may also close out the complaint if:

- The complaint was a request for information and GPGA and the complainant confirms that they have received all the requested information
- The complainant advises GPGA that they do not wish to pursue the complaint
- Despite ongoing efforts, the complainant cannot be contacted by GPGA to discuss the complaint or the complainant does not respond to GPGA's requests for further information to handle the complaint

If a complaint can't be closed in accordance with the process detailed in Steps 1 - 4 (explained above), GPGA will explain to the complainant what other avenues are available to them to seek a resolution. This will include explaining to the complainant how they can escalate their complaint to the Australian Energy Infrastructure Commissioner.

2.7. Satisfaction with the complaint management system

The CSEO will seek feedback from complainants on the complaints management system upon closing out every complaint. Feedback will also be sought annually from complainants, selected at random.





3. ROLES AND RESPONSIBILITIES

The CSEM in conjunction with the corresponding PD are accountable for ensuring all complaints are managed by the corresponding Community & Stakeholder Engagement Officer (CSEO) assigned to the Project in accordance with this Plan. The CSEO, the CSEM and the PD will be assisted by other personnel nominated by GPGA as required.

To minimise complaints and assist in facilitating early resolution, the CSEO will be able to provide explanations for policies, procedures and decisions when communicating with complainants. GPGA will ensure that the CSEO is able to provide accurate information about the project's construction and operation, including matters relating to project approvals.

The principal responsibilities of the CSEO will be to:

- Inform stakeholders about the complaints process. It will be important that stakeholders are aware of and can readily access the process;
- Record stakeholder complaints, both verbal and written, and seek resolution within the specified time periods;
- Maintain regular contact with complainants and other relevant stakeholders during the investigation process;
- From time to time, review the Plan to identify any recurring issues to support continual improvement; and
- Prepare the compliance reports (as mentioned in Section 4).

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It is the CSEM's responsibility to ensure that the CSEO is provided with adequate training, resources and support to implement this Plan. This includes ensuring that the CSEO is trained in the requirements of this Plan prior to implementing it.

The responsibility of GPGA's complaint management system lies with various parties as described in the table below. All the responsibilities listed below will be adhered to, however, they can be delegated to the more appropriate roles as this Plan is implemented and more suitable roles are identified.

Role	Responsibility
Company Director	<p>Ensuring that this Plan is established within GPGA and the promotion of awareness of this Plan throughout GPGA as relevant to the Project.</p> <p>Ensuring that this Plan is easily accessible to the public and is communicated in an easy to understand manner.</p> <p>Ensuring that this Plan is implemented as endorsed by the Minister for Planning.</p>



Role	Responsibility
<p>CSEM</p> <div style="border: 2px solid red; padding: 10px; text-align: center;"> <p>PLANNING and ENVIRONMENT ACT MOYNE PLANNING SCHEME</p> <p>PERMIT NO. 20060221-3 Condition 47 & 48 MODIFIED ENDORSED PLAN Sheet 15 of 21</p> <p><i>Katherine Morton</i> Signed: MINISTER FOR PLANNING for Date: 27/02/2026</p> </div>	<p>Ensuring that performance monitoring, evaluation and reporting is being undertaken in accordance with this Plan.</p> <p>Reporting to relevant stakeholders within the business on significant complaints and systemic issues or trends identified through the receipt of complaints and service problems, with recommendations for improvement where appropriate.</p> <p>Identifying and allocating resources needed for an effective and efficient complaint management system.</p> <p>Implementing and maintaining the complaint management system.</p> <p>Ensuring that complaints are recorded and corrective action is taken to prevent a problem from reoccurring.</p>
<p>Project Director (during construction) or the Regional Operations Manager (during operation)</p>	<p>Ensuring that the complaint management system is implemented.</p> <p>Liaising with the CSEM.</p> <p>Reporting to the CSEM on actions and decisions made by staff relating to complaint management.</p>
<p>CSEO</p>	<p>Be appropriately trained in complaint management and the implementation of complaint management procedures.</p> <p>Be able to identify and effectively respond to people's support and communication needs and preferences.</p> <p>Treat complainants in a respectful and courteous manner.</p> <p>Comply with all complaint management reporting requirements determined by GPGA.</p> <p>Comply with this Plan.</p>



4. REPORTING AND REVIEW

4.1. REPORTING

GPGA will provide a report annually, and at other times as requested, to the satisfaction of the Minister for Planning. The report will include a reference map of the complaint locations, an outline of the complaints received, investigations undertaken, and remediation actions completed. A copy of the Complaints Register will be appended to the report.

In addition, details of complaints received will be included in compliance reports and made available to relevant parties on request, ensuring complainant confidentiality is maintained.

Finally, GPGA will provide a monthly report to Council during construction and quarterly from the commencement of commissioning through to the end of the third year of operation.

4.2. REVIEW

The CSEM will review the complaints management system, inclusive of this Plan and the Complaints Register quarterly during construction and half-yearly during operation to identify any trends in complaints. This will also help ensure complaints are being addressed in a timely manner. The timing for reviews will be revisited at the end of the first year of operation.

The following indicators that will be used to understand trends and issues during the reviews:

- Total number of complaints received;
- Total number of stakeholders and complaints;
- Number of open complaints;
- Timeframes for closure of complaints; and
- Repeat complaints.

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CSEM's review will also aim to:

- Ensure its continuing suitability, adequacy, effectiveness and efficiency;
- Identify and address instances of nonconformity with legal requirements
- Identify and correct deficiencies
- Assess opportunities for improvement and the need for changes to the complaint management system
- Evaluate potential changes to the complaint management policy and procedures

The review of the complaints management system will also include seeking feedback from staff, particularly the CSEO, on the complaint management system and contractors engaged by GPGA to support in investigating and resolving complaints. The review will also seek feedback from the CSEO on whether they feel adequately empowered to implement the complaint management system as relevant to their role.



The performance of the complaint management system will be audited annually by a competent individual independent of the activity being audited or by a professional external to the organisation independent of the activity being audited (this could include a consultant with experience in auditing management plans) . The audit results will be incorporated in GPGA's management reviews to identify problems and introduce improvements in the complaint management system.

This Plan will also be reviewed should the Australian Energy and Infrastructure Commissioner's role cease and another avenue for escalating complaints externally is required.

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ANNEX B

FORMAL COMPLAINT FORM

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INCIDENT/COMPLAINT FORM

Name:

Date:

Time:

Postal Address:

Phone:

Email:

GPGA Representative:

Complaint Receipt Number:

E SMS PH Mail

Project:

Are you acting on behalf of the complainant? Y N

Relationship to the complainant:

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**If you are making a complaint on behalf of someone else we may need to contact them to confirm details of the complaint*

Incident Type (please indicate the general type of incident, e.g. visual, traffic, TV/radio interference, farming interference):

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Date and time of incident:

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Incident Location (Property Reference Number – if applicable, distance from infrastructure):

Weather Conditions and Operational Conditions (Temperature, wind direction and speed, general conditions, during operation or construction of the wind farm):

Source of weather conditions (Web page, Personal weather station, Observation)



Frequency of the Issue:

Source of the Issue (if known):	
Full Description of the Issue. How does this affect you?:	
Any Additional Information (Please include your preferred outcome):	
Attached Documents:	
Has this form been seen and approved by both parties?	YES / NO
Signature of Complainant:	Signature of GPGA Representative:

**PLANNING and ENVIRONMENT ACT
MOYNE PLANNING SCHEME**

**PERMIT NO. 20060221-3
Condition 47 & 48
MODIFIED ENDORSED PLAN
Sheet 21 of 21**

Katherine Morton
**Signed: for
MINISTER FOR PLANNING
Date: 27/02/2026**