

## FORMAL COMPLAINTS PROCESS

**Global Power Generation** invites and welcomes your feedback and complaints. We are committed to ensuring that any complaints we receive are handled in a way that is responsive, fair and courteous and that respects the privacy of the person making the complaint. We also undertake to make sure that we provide reasons for any decisions we make in relation to complaints we receive. You may choose to remain anonymous. Please note that whilst an anonymous complaint may be submitted, Global Power Generation does not respond to anonymous correspondence.

## OUR COMMITMENT

We undertake to:

- Acknowledge complaints promptly.
- Document the complaint so that we agree as to the nature of concern.
- Investigate any problems and take steps to mitigate all legitimate causes of complaints.
- Keep the complainant well informed during the complaint process.
- Maintain accurate records of the whole complaint process.

## PRIVACY POLICY

Global Power Generation will keep personally identifying details of people who complain confidential unless required by law to reveal this information. Where it is necessary to forward information to outside bodies for investigation or action (e.g., council, contractors) this information will be passed in confidence. In the interests of accountability and transparency, statistical information about the number and type of complaints and general information on the results of investigation of complaints may be made public.

## HOME VISITS

Initial contact may be made by email to [info@globalpower-generation.com.au](mailto:info@globalpower-generation.com.au) or phone **1800 457 181** (free call)/**0400 403 282** (community engagement officer). As any issue will generally depend on the individual's own experience of the wind farm, following notification that you wish to make a formal complaint, our next step will be a home visit. This gives us the opportunity to fully appreciate the nature of your complaint from your perspective and to meet with you to document the issue. Please let us know the most convenient time for this. At the home visit, Global Power Generation may need to take photographs to provide a full log of the context of your situation. Global Power Generation requires the completed form to be signed off by both the complainant and a Global Power Generation representative for a formal complaint to be lodged.