



Te Rere Hau Windfarm

Complaint Management Plan

Rev 00

Document Control

Version History

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This Issue

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1. Introduction

1.1 Purpose

This policy is intended to ensure all noise enquiries relating to the Te Rere Hau wind farm are recorded and appropriately managed¹.

The Complaints Management Plan (CMP) is intended to:

- improve visibility and transparency of the complaints process;
- provide contact details for complaints and feedback;
- provide a process for recording all complaints in a register;
- provide a procedure for managing and responding to complaints;
- provide a procedure for continuous improvement of the CMP through wind farm operation;
- improve the amenity of wind farm neighbours;
- improve company-community relations.

2. Scope

The CMP shall specify:

- a local telephone number and email contact in respect of the Te Rere Hau wind farm for complaints and queries;
- a contact telephone number and email address for Palmerston North City Council (PNCC);
- a contact telephone number and email address for Tararua District City Council (TDC);
- that all complaints will be recorded in a Complaints Register;
- a process for recording complaint information;
- a procedure for responding to complainants;
- the content of a website dedicated to complaints management, and
- a procedure for continuous improvement of the CMP.

¹ Refer Resource Consent S128 Decision (2017) Condition 16.

2.1 Contact Information

	Phone:	Email:	Website:
Te Rere Hau Windfarm	NZ Windfarms Ltd (06) 280 2773 Ext 0	OperationalEnquiries@NZWindfarms.co.nz	https://www.nzwindfarms.co.nz/operational-enquiries
Palmerston North City Council OR PNCC Noise Control	(06) 356 8199 (06) 356 8199	info@pncc.govt.nz	https://www.pncc.govt.nz
Tararua District Council	(06) 376 0110	info@tararuadc.govt.nz	http://www.tararuadc.govt.nz

2.2 Complaints Register

2.2.1 Administration

A complaints register shall be securely stored on the NZ Windfarms Ltd network and automatically copied to a backup repository. File Location:

T:\Operations\Policies and Procedures\Operational Enquiries\Te Rere Hau Noise Complaints Register (Rev XX).xlsx.

The Complaints Register shall be automatically backed up either daily or on modification.

The Complaints Register shall be made available to PNCC, on request, within 5 working days.

2.2.2 Content

Where provided by the complainant, the following shall be recorded:

- complainant name and address;
- date and time to which the complaint pertains;
- the nature of the complaint;
- wind and weather at the time;
- activity occurring on the site at the time;
- activity occurring in the vicinity of complainant property at the time (road closures, tree felling etc).

Retrospectively the following further information shall be registered:

- whether the complaint was or was not able to be verified;
- any remedial measures.

2.3 Complaints Procedure

2.3.1 Complaint Submission

Complaints can be submitted by telephone message, web site form or email via the above contact details.

Complaints are received by the Office Administrator; who shall transcribe all complaint information provided into the Complaints Register.

2.3.2 Complaint Response

Not every complaint must be responded to individually; it is typically aggregate trends and analysis of complaints that prove useful for continuous improvement.

Typical analysis will include grouping of complaints by wind direction and speed, with possible reference to the Remote Noise Monitoring Station data if appropriate (for verification). The Complaints Register shall be analysed and summarised for presentation at Community Liaison Group meetings.

2.4 Website

A NZ Windfarms Ltd 'Operational Enquiries' website shall be maintained with the following information:

- local telephone number for public to contact in respect of Te Rere Hau wind farm operations;
- compliance noise monitoring reports submitted to PNCC;
- the latest certified CMP.

2.5 Continuous Improvement

Feedback on the CMP shall be obtained from PNCC and the Community Liaison Group.

Where all parties agree on a modification and it is practical to do so, suggestions for improvement shall be implemented in a revised CMP.

PNCC, acting in a technical certification capacity, may certify that the CMP or revisions adequately address the matters identified in the Te Rere Hau resource consent.

The most recent CMP shall be available on the Operational Enquires website.

3. Community Liaison Group

NZ Windfarms Ltd shall administer a Community Liaison Group to aid dissemination of information relating to wind farm operations and noise, and the opportunity for community feedback.

The group shall be open to near neighbours (as listed in Appendix) and a representative of PNCC. A register of participants shall be maintained on the NZ Windfarms Ltd network:

T:\Operations\Policies and Procedures\Operational Enquiries Community Liaison Group Register (Rev XX).xlsx.

NZ Windfarms Ltd shall provide the Group with draft annual noise monitoring reports at least 5 days prior to a Group meeting, for review and discussion.

The Group shall meet at least annually from 2018 to 2023, and thereafter at the request of a member if 12 months have passed since the last meeting.

4. Reporting

The Complaints Register shall be analysed and summarised for presentation at Community Liaison Group meetings. These meetings will be the primary forum for providing information to the community and receiving feedback.

Annual noise monitoring reports submitted to PNCC shall be available on the Operational Enquires website.

5. Appendix

Community Liaison Group invitees (per S128 Decision 2017):

Noise Monitoring Locations:

- 1) 104 Harrison Hill Road
- 2) 428 Pahiatua-Aokautere Road
- 3) 48 Ridgeview Road
- 4) 38 Ridgeview Road
- 5) 367 Forest Hill Road
- 6) 662 Pahiatua-Aokautere Road

Neighbours:

- 7) 84 Harrison Hill Road
- 8) 48 Ridgeview Road
- 9) 19 Ridgeview Road
- 10) 621 Pahiatua Aokautere Road
- 11) 15 Ridgeview Road
- 12) 631 Pahiatua Aokautere Road
- 13) 208 Forest Hill Road
- 14) 265 Forest Hill Road
- 15) 96 Harrison Hill Road
- 16) 102 Harrison Hill Road
- 17) 24 Ridgeview Road
- 18) 662 Pahiatua Aokautere Road
- 19) 20 Ridgeview Road
- 20) 319 Forest Hill Road
- 21) 41 Ridgeview Road
- 22) 696 Pahiatua Aokautere Road
- 23) 47 Ridgeview Road
- 24) 239 Forest Hill Road
- 25) 38 Ridgeview Road
- 26) 148 Harrison Hill Road
- 27) 21 Ridgeview Road
- 28) 140 Harrison Hill Road

- 29) 153 Harrison Hill Road
- 30) 276 Forest Hill Road
- 31) 658 Pahiatua Aokautere Road
- 32) 104 Harrison Hill Road
- 33) 349 Forest Hill Road
- 34) 186 Harrison Hill Road
- 35) 16 Harrison Hill Road
- 36) 428 Pahiatua-Aokautere Road
- 37) 367 Forest Hill Road
- 38) 406 Pahiatua-Aokautere Road