

**INCORPORATED DOCUMENT
TERANG BATTERY ENERGY STORAGE
SYSTEM BESS**

ENDORSED PLAN
Sheet 1 of 13

Signed  for
MINISTER FOR PLANNING
Date: 30 October 2024



Complaints Investigation and Response Management Plan

Terang BESS Project

Rev.	Date	Prepared by	Reviewed by	Remarks
1	25/09/2023	Scott Hardy-Burns	Robin Lesheng Ye	
2	26/09/2024	Scott Hardy-Burns	Robin Lesheng Ye	CSI Comments included.
Signature:				

Controlled Copies:

The following controlled copies of this document exist and need to be kept up to date with changes:

Copy Number	Issued To:	This Copy:
2	TEC –C Senior Project Manager	X

Revision/Review History:

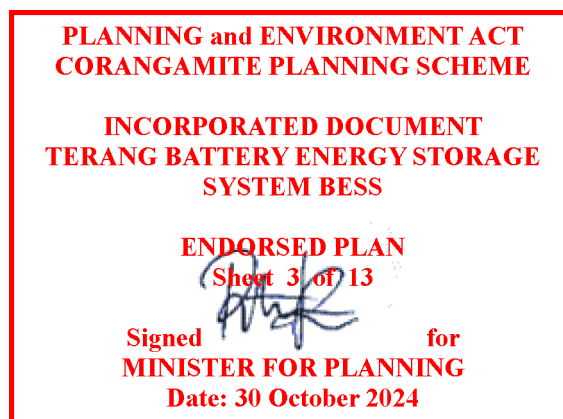
Changes to this plan shall be recorded in the table below. In addition to changes, the Senior Project Manager will review the plan every 6 months and record the review in the table below.

Revision	Date	Comments	Completed by
2	26/09/2024	CSI comments received.	SHB



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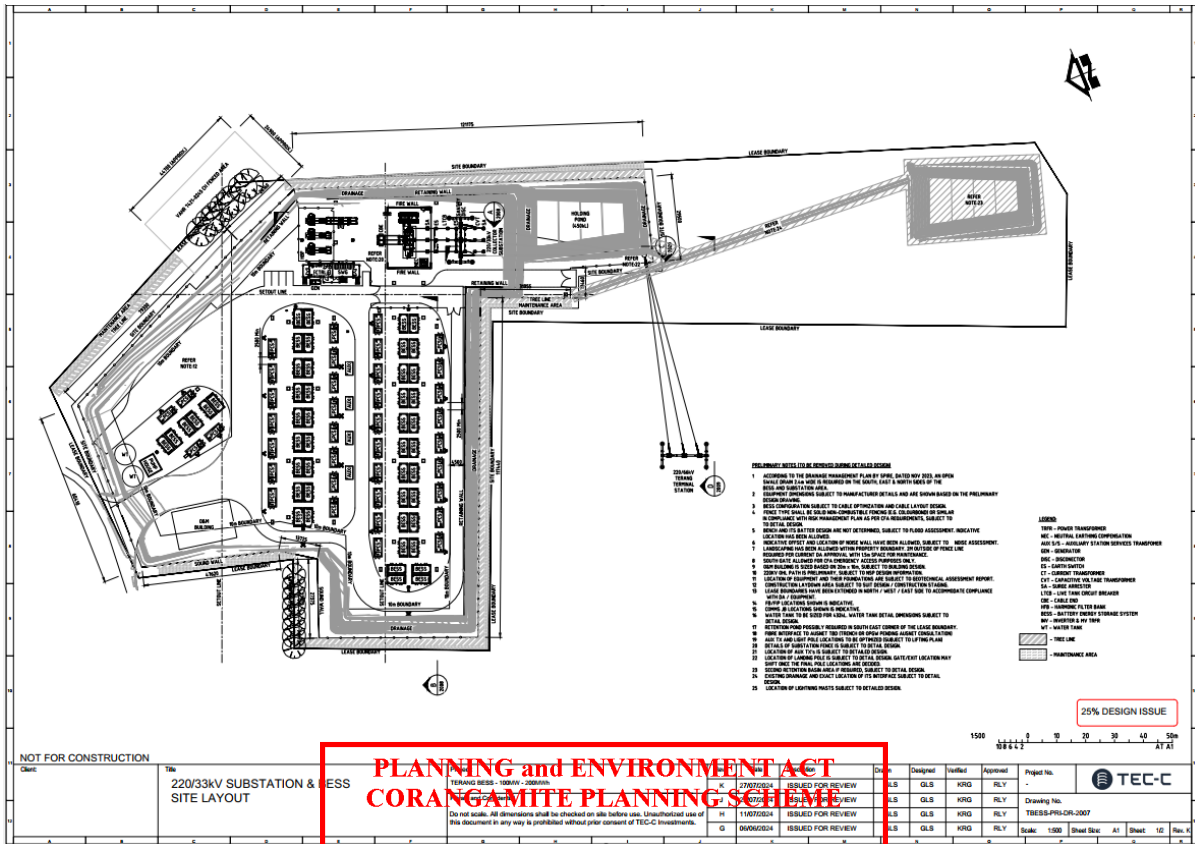


1 Project Details

Client Details	
Contract number:	
Client organisation:	Canadian Solar
Client contact name:	Bob Anderson
Contact details:	Mobile: 0434009554
Principal Contractor	
TEC – C:	
Senior Project Manager: Scott Hardy-Burns	Mobile: 0447648437
Site Manager: Shaun Maxfield	Mobile: 0409944547
First Aid Officer: Shaun Maxfield	Mobile: 0409944547
Scope of Works	
<p>TEC-C has been contracted by Canadian Solar to provide services at the BESS site in Terang, Victoria. TEC-C has been appointed Contractor in accordance with Terang BESS – Balance of Plant Contract.</p> <p>Project Scope of Works:</p> <ul style="list-style-type: none"> ➤ Site Civil Works ➤ Roads ➤ Foundations ➤ DC Collection System ➤ DC Wiring, Cable, Conduits, and Installation ➤ PCS Equipment, Materials, and Installation ➤ Battery Energy Storage System ➤ DC Wiring, Cable, Conduits, and Installation ➤ 33kv/220kv Substation ➤ Earthing ➤ Lighting ➤ CCTV ➤ Lightning Protection ➤ Fibre Optic Comms System ➤ Monitoring and Controls ➤ Testing, Inspection, Commissioning <p>The project consists of a Battery Energy Storage System (BESS) and will be connected to the adjacent Terang Terminal Station (owned by AusNet).</p> <p>The Facility will be connected to the Network via the Facility Substation located adjacent to the Site.</p>	

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The total power of the Facility will be 100 MWAC rated power at the POC and will be connected to the Generator side of the 220kV bus disconnector of Terang Terminal Station, referred to as the Facility Substation.

TEC-C will be the Principal Contractor onsite and will be responsible for all design and construction activities.

2 Legislation

Title
ISO 10002:2018 – Guidelines for Complaint Management in Organizations
AS/NZS 10002:2022 – Guidelines for Complaint Management in Organizations
Privacy Act 1998 (Cth)

The following table sets out the minimum client requirements as defined in the Contract in relation to the Terang BESS Project.

Contract Reference	Content requirements
EWA (Condition 20)	<p>Before development starts, a Complaint Investigation and Response Plan (CIRP) must be submitted to, approved and endorsed by the Minister for Planning. Once endorsed, the CIRP will form part of the incorporated plans for this document.</p> <p>The CIRP must:</p> <ul style="list-style-type: none"> (a) respond to all aspects of the construction and operation of the BESS facility. (b) be prepared in accordance with Australian/New Zealand Standard AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations. (c) include a process to investigate and resolve complaints (different processes may be required for different types of complaints)
EWA (Condition 23)	<p>Before development starts, a Complaints Register must be established which records:</p> <ul style="list-style-type: none"> (a) the complainant’s name and address (if provided). (b) a receipt number for each complaint, which must be communicated to the complainant. (c) the time and date of the incident, and operational conditions at the time of the incident. (d) a description of the complainant’s concerns. (e) the process for investigating the complaint, and the outcome of the investigation, including the actions taken to resolve the complaint.
EWA (Condition 24)	<p>All complaints received must be recorded in the Complaints Register.</p>
EWA (Condition 25)	<p>The complete copy of the Complaints Register must be provided, along with a reference map of complaint locations to the Minister for Planning on each anniversary of the date of this Incorporated Document and at other times on request.</p>
CORANGAMITE PLANNING SCHEME - Complaints	<p>Complaint Investigation and Response Plan:</p> <p>20. Before development starts, a Complaint Investigation and Response Plan (CIRP) must be submitted to, approved, and endorsed by the Minister for Planning. Once endorsed, the CIRP will form part of the incorporated plans for this document.</p> <p>The CIRP must:</p> <ul style="list-style-type: none"> a) respond to all aspects of the construction and operation of the BESS facility. b) Be prepared in accordance with Australian/New Zealand Standard AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations. c) Include a process to investigate and resolve complaints (different processes may be required for different types of complaints)
CORANGAMITE PLANNING SCHEME - Complaints	<p>21. The endorsed CIRP must be implemented to the satisfaction of the Minister for Planning.</p>
CORANGAMITE PLANNING SCHEME - Complaints	<p>Publishing Information about Complaints Handling</p> <p>22. Before development starts, the following information must be made publicly available and readily accessible from the BESS facility project website, or another publicly available resource to the satisfaction of the Minister for Planning:</p> <ul style="list-style-type: none"> a) A copy of the endorsed CIRP. b) A toll-free telephone number and email contact for complaints and queries to the BESS facility operator.
CORANGAMITE PLANNING SCHEME - Complaints	<p>Complaints Register</p> <p>23. Before development starts, a Complaints Register must be established which records:</p> <ul style="list-style-type: none"> a) The complainant’s name and address (if provided). b) A receipt number for each complaint, which must be communicated to the complainant.

Contract Reference	Content requirements
	<p>c) The time and date of the incident, and operational conditions at the time of the incident.</p> <p>d) A description of the complainant’s concerns.</p> <p>e) The process for investigating the complaint, and the outcome of the investigation, including the actions taken to resolve the complaint.</p>
CORANGAMITE PLANNING SCHEME - Complaints	24. All complaints received must be recorded in the Complaints Register.
CORANGAMITE PLANNING SCHEME - Complaints	25. The complete copy of the Complaints Register must be provided, along with a reference map of complaint locations, to the Minister for Planning on each anniversary of the date of this Incorporated Document and at other times on request.

3 Introduction

This Complaints Investigation and Response Management Plan (CIRP) has been developed by TEC-C to outline the requirements for this project.

This Complaint Investigation and Response Plan sets out the process for effective and consistent handling of any complaints received by external stakeholders, interested parties, and members of the public in relation to Terang BESS Project.

It will form part of the Incorporated Plans under the Terang BESS Project. It applies to all staff and contractors associated with the project and must be implemented throughout the construction phase and operational life across all aspects including (but not limited to):

- Construction impacts (e.g.: noise, waste/litter)
- Traffic impacts (including dust)
- Hazard management
- Environmental impacts
- Compliance

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It has been prepared in accordance with the ‘International Organization for Standardization (ISO)10002:2018’ and the ‘Australian/New Zealand Standard AS/NZS 10002:2022 – Guidelines for Complaint Management in Organisations’.

This plan will be communicated to all personnel including employees and subcontractors and is made available to be always viewed in the site office.

This plan is reviewed every 6 months to ensure it remains up to date and current as construction progresses.

If there are any questions regarding any of the information in this plan, please contact the Senior Project Manager and/or Site Manager for assistance

4 Project Overview

The Terang Battery Energy Storage System (BESS) project represents a significant investment in clean energy infrastructure for our community. As the Principal Contractor, TEC-C is responsible for ensuring the successful implementation of this project. As with any major project, it is crucial to have a Complaints Management Plan in place to effectively address and resolve any concerns or grievances that may arise during the construction, operation, or post-project phases.

5 Objective:

The primary objective of this Complaints Management Plan is to establish a systematic approach for receiving, investigating, and resolving complaints related to the Terang BESS project. Additionally, it aims to enhance transparency, improve stakeholder satisfaction, and contribute to the overall success of the project.

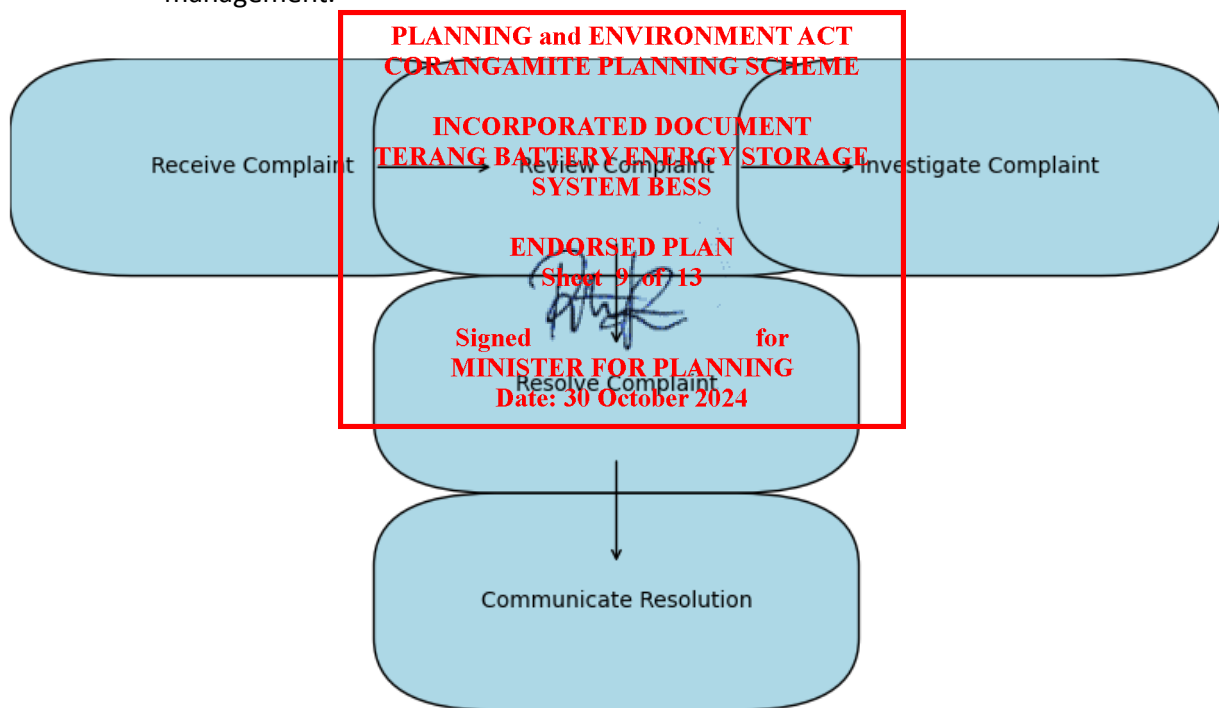
Responsibilities:

1. **Senior Project Manager (TEC-C):** The Senior Project Manager from TEC-C will take on the role of the dedicated Complaints Coordinator. They are responsible for overseeing the Complaints Management Plan's implementation and ensuring that it aligns with the project's goals and objectives. The Senior Project Manager is also accountable for allocating necessary resources and support.
2. **Construction Manager (TEC-C):** The Construction Manager is a key member of TEC-C's team, plays a vital role in managing construction-related complaints and ensuring that the construction phase aligns with the approved plans and permits. They work closely with the Senior Project Manager/Complaints Coordinator to address construction-specific issues.
3. **Project Team (TEC-C):** All members of TEC-C's project team are responsible for promptly identifying and reporting any complaints. The Project Team is made aware of during their duties. They must cooperate with the Senior Project Manager/Complaints Coordinator and provide any necessary information for complaint resolution.
4. **External Stakeholders:** External stakeholders, including local residents, businesses, and regulatory agencies, are encouraged to use designated communication channels to submit complaints and provide feedback.

6 Complaints Handling Process:

1. **Receipt of Complaints:**
 - Complaints can be submitted through various channels, such as a dedicated project complaints hotline, email, web portal, or in-person.
 - The Project Manager/Complaints Coordinator will acknowledge receipt of the complaint within 24 hours and provide a unique reference number for tracking purposes.
 - All complaints will be documented comprehensively, including the date, time, name of the complainant, contact information, nature of the complaint, and any supporting evidence or documentation.
2. **Review and Investigation:**
 - The Project Manager/Complaints Coordinator will assess the complaint's category and assign it to the relevant department or individual responsible for addressing the issue.

- The Construction Manager will specifically handle complaints related to construction activities and work toward a resolution in coordination with the project team.
 - Regular updates on the progress of the investigation and resolution will be provided to the complainant to ensure transparency and manage expectations.
- 3. Resolution and Follow-Up:**
- Upon reaching a resolution, the responsible party will communicate the outcome to the complainant, specifying any actions taken, remedies provided, or changes implemented as a result of the complaint.
 - The Project Manager/Complaints Coordinator will ensure that the complainant is satisfied with the resolution. If not, further actions may be taken to address their concerns.
- 4. Escalation and Communication:**
- If a complaint remains unresolved or if the complainant is dissatisfied with the resolution, the issue will be escalated to higher management within TEC-C's project team.
 - In the case of serious complaints that have the potential to impact the project significantly or that involve contractual or legal considerations, the Project Manager/Complaints Coordinator will escalate the issue to stakeholders for their review and action.
- 5. Record Keeping:**
- All complaints, investigations, resolutions, and actions taken will be documented and maintained in a confidential complaints log. This log will be regularly reviewed by project management.



6. Roles and Responsibilities

Complaint Receiver - Responsibilities:

- Receive and acknowledge the complaint.
- Record the complaint details.
- **Timeframe:** Within 24 hours of receiving the complaint.

Complaint Reviewer - Responsibilities:

- Review the complaint to understand the issue.
- Determine if additional information is needed.
- **Timeframe:** Within 2-3 days of receiving the complaint.

Investigator - Responsibilities:

- Conduct a thorough investigation.
- Gather all relevant information and evidence.
- **Timeframe:** Typically, within 7-14 days, depending on the complexity of the complaint.

Resolution Team - Responsibilities:

- Develop a resolution plan.
- Implement the resolution.
- **Timeframe:** Within 14-21 days of the investigation's completion.

Communicator - Responsibilities:

- Communicate the resolution to the complainant.
- Ensure the complainant is satisfied with the resolution.
- **Timeframe:** Within 2-3 days of resolving the complaint.

7. Typical Timeframes

- Initial Acknowledgment: Within 24 hours.
- Review and Assessment: 2-3 days.
- Investigation: 7-14 days.
- Resolution Implementation: 14-21 days.
- Communication of Resolution: 2-3 days after resolution.

7 Registration of Complaints

We need sufficient information from a complainant to help us resolve their complaint. Relevant details will be collected and recorded at the time of the initial complaint, including the information in the table below to the extent applicable.

Registering Complaints:

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Initial Information Required
Name of complainant (if provided)
Complainant's contact information (phone number and email, if provided)
Complainant's address (if relevant/provided)
Property reference number (if relevant, to inform map of complaint locations)
Receipt number for each complaint
Time and date of the complaint
Time and date of the incident the subject of the complaint
Prevailing conditions (operational conditions at the time of the incident)
Complaint type (e.g., noise, visual, health, traffic)
Description of the complainant's concerns
Frequency of the issue
Outcome sought by complainant
Any support requirements needed by the complainant
Any other relevant information (Including any supporting documents provided by the complainant)
Name of person who has recorded the complaint

8 Communication:

To make sure that no complainants are disadvantaged, information will be provided in plain English, or preferred language, and in different formats so it is accessible to all.

This information will include details on:

- How and where complaints can be made.
- The information to be provided by the complainant and how it will be used.
- The process for handling complaints.
- Time periods associated with various stages in the process.
- The complainant's ability to propose alternative options.
- How the complainant can obtain feedback on the status of the complaint

1. **Regular Updates:** TEC-C's project team, including the Construction Manager, will provide regular updates on the Terang BESS project's progress and address any potential concerns through a variety of communication channels, including community meetings, newsletters, social media, and the project website.
2. **Transparency:** TEC-C's project team will maintain transparency in its actions and communicate openly with stakeholders regarding the resolution of complaints. The results of investigations and resolutions will be made available upon request or through designated reporting channels.
3. **Response Time:** The Senior Project Manager/Complaints Coordinator will strive to respond to complaints within 5 business days of receipt, with the goal of resolving most complaints within 30 days. In cases where resolution may take longer, the complainant will be informed of the expected timeline.

9 Confidentiality, Privacy and Fairness:

We require detailed complaint information to investigate and resolve complaints. At times we may be required to share this information with other parties, however, we will only do so with the complainant's consent.

TEC-C staff and contractors will:

- Keep complaint information confidential and secure.
- Comply with all relevant privacy legislation including the Privacy Act 1988 (Cth).
- Not release information to third parties without complainant authorisation.
- Protect the identity of persons dealing with complaints and only release minimal information (such as first name) to the complainant.
- Protect and not share publicly the complainant's personal information such as:
 - date of birth.
 - physical health, mental health, or disabilities.
 - phone numbers; and
 - addresses (email and physical).
- Identify and contact each party (where multiple parties are involved), to include representatives from each party and work together towards a suitable process and outcome.
- Remove any personal information if we publish complaint data (providing appropriate consents to use this information have been granted).

10 Training:

All members of TEC-C's project team, including the Construction Manager, will receive training on the Complaints Management Plan. This training includes customer service skills, conflict resolution techniques, and a clear understanding of their roles and responsibilities within the plan. Additional training on effective communication and stakeholder engagement may be provided as necessary.

11 Monitoring and Evaluation:

Regular reviews of the complaints handling process will be conducted to identify any areas for improvement. Feedback from complainants will be actively sought through surveys, interviews, or focus groups to gauge the effectiveness of the plan and ensure continuous improvement.

12 Closure and Reporting:

The Project Manager/Complaints Coordinator will prepare regular reports summarizing the complaints received, their resolutions, and any actions taken to prevent similar complaints in the future. These reports will be provided to project management, external regulatory agencies, and other relevant stakeholders to maintain transparency and accountability.

13 Review and Updates

This Complaints Management Plan will undergo an annual review and update to ensure its effectiveness and relevance to the Terang BESS project. Any changes or improvements identified during the monitoring and evaluation process will be incorporated into the plan. By implementing this Complaints Management Plan, we aim to create a responsive, accountable, and transparent process for addressing concerns and complaints related to the Terang BESS project. The inclusion of escalation to stakeholders for serious complaints ensures that all parties are actively engaged in addressing critical issues, fostering trust and goodwill within the community, and ensuring the project's success.

14 : Compliance with requirements of AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations:

Key steps:

Acknowledge the Complaint: Start by acknowledging the complaint promptly. This shows the complainant that their issue is being taken seriously.

Listen and Empathize: Actively listen to the complainant's concerns and empathize with their situation. This helps in understanding the root cause of the complaint and shows that you care about their experience.

Investigate the Issue: Conduct a thorough investigation to understand what went wrong. Gather all relevant information and speak to any involved parties.

Communicate Clearly: Keep the complainant informed throughout the process. Explain what steps are being taken to address their complaint and provide regular updates.

Provide a Solution: Offer a clear and fair resolution to the complaint. Ensure that the solution addresses the complainant's concerns and prevents similar issues in the future.

Follow Up: After resolving the complaint, follow up with the complainant to ensure they are satisfied with the outcome. This can help rebuild trust and improve customer loyalty.

Document and Analyze: Document the complaint and the steps taken to resolve it. Analyze the data to identify trends and areas for improvement in your processes and services.

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