

# Appendix H: Complaint Resolution Process

## **COMPLAINT RESOLUTION SUMMARY | Fremont Township**

### **A. Purpose: Complaint Resolution Process**

Riverbend Wind will maintain the complaint resolution process outlined below for the Riverbend Wind Energy Center (project). The complaint resolution process will be maintained throughout the life of the construction and operation of the project, and updates to the process will be provided to the Township from time-to-time to maintain current project contacts. Prior to the start of construction of the project, Riverbend Wind shall mail a letter or post information at the Township Hall to inform all residents and businesses of an updated e-mail address, street address, and telephone number where they can contact Riverbend Wind with complaints, questions, or concerns related to the project. The Plant Manager or project representative will be available for contact during construction, operations and for the life of the wind turbine, anytime during normal business hours. Additionally, Riverbend Wind shall make a form available to Township residents or businesses for written complaints. An example of this form is included below and will be updated prior to the start of construction and shared with the Township Officials/Offices.

The Plant Manager or project representative shall make reasonable efforts to respond to all complaints from residents and businesses within twenty-four (24) hours (during normal business hours) of receipt of a complaint. A record, including any complaints received, the resolution of such complaints, and any unresolved complaints, shall be maintained. The record will include steps implemented to resolve complaints. A report of all complaints and resolutions to complaints shall be filed with the Township Zoning Administrator on an annual basis.

Any confirmed problems will be corrected as soon as reasonably possible. In cases where an immediate resolution cannot be delivered, a timeline and measures to be taken will be provided.

If a complaint is not valid (example – not attributable to the wind farm installation), the Plant Manager or project representative will notify person issuing the complaint of this determination. If the complaint is such that it cannot be immediately assessed or resolved (example – person issuing complaint feels turbine exceeds County sound standards or shadow flicker issues) the Plant Manager or project representative will advise their Business Manager and advise person issuing complaint of steps taken to assess or resolve the complaint. Unresolved complaints may be referred to Fremont Township representatives.

Every effort will be made to assess and correct all complaints in a timely manner to the best of Riverbend Wind's ability and resources.

Complaint resolution process is intended to be implemented at the start of construction and to continue throughout duration of the project.

## **B. Complaint Documentation and Processing:**

Riverbend Wind will document all complaints by maintaining a record of all applicable information concerning the complaint. Prior to start of construction, Riverbend Wind will provide contact information to the Township as to where complaints can be directed.

Upon receipt of a complaint, Riverbend Wind will maintain a record of the following:

- a. Name of complainant, address, phone number, and e-mail address.
- b. Precise property description or parcel identification number.
- c. Name of Riverbend Wind representative receiving complaint and date of receipt.
- d. Nature of complaint
- e. Activities undertaken to resolve the complaint.
- f. Final disposition of the complaint.

In maintaining records, the Riverbend Wind representative or designee will:

1. Determine the nature of the complaint - If the record is not a complaint but rather a request, general comment, inquiry or question, it will be forwarded to the representative responsible for follow-up. Records of this type will not be recorded as complaints.
2. If the record is determined a complaint, it will be handled according to the process described as follows:
  - i. A form will be completed for each complaint received. The form is included as an attachment to this document. Information to be provided on the form will include that enumerated in Section B, items (a) through (f) of this document.
3. The Riverbend Wind representative or designee will contact the appropriate project personnel to follow up with a resolution. The project personnel will process the complaint on the same day the complaint is received and document the record according to the Complaint Report Form (see attached form).
4. The Complaint Report Log will be properly maintained and updated to include the current status of each complaint received.

### **I. Riverbend Wind Complaints Report Log – Distribution:**

During construction and operation of the project, the Complaint Report Log will be circulated monthly around the 15<sup>th</sup> of each month.

### **How to Report a Complaint Regarding the Riverbend Wind Project**

Should you have a concern that arises during construction or operation of the Riverbend Wind Energy project, please let us know. Any complaints regarding adherence to the Riverbend Wind Special Approval Use Permit from Fremont Township, site preparation, cleanup, restoration or otherwise can be directed to the Plant Manager or project representative that will be provided to the township prior to the start of construction.

Upon receipt of a complaint, Riverbend Wind staff will request the following information from you; this information must be collected in order to allow Riverbend Wind representatives or designee to appropriately resolve the complaint:

- Your first and last name
- Your address, telephone and email
- The location of your property
- Nature of your complaint

All complaints must be recorded by our staff and maintained in a log on site.

Complaints received directly by Fremont Township regarding site preparation, construction, cleanup, restoration, or operation and maintenance will be sent to Riverbend Wind and the complaint will be handled according to the outlined procedure.

Attached to this document is a Complaint Resolution Form that will be used to document, report, and respond to complaints.

# Complaint Resolution Form

## Riverbend Wind Energy Project

### Construction Complaint Form

<b>Complaint Number:</b>	<b>Date:</b>
<b>Project:</b> Riverbend Wind	<b>Complainant Title:</b>
<b>Complainants Name:</b>	<b>Complainant Address:</b>
<b>Complainant Phone Number:</b>	

<b>Description of Complaint</b>

<b>Corrective Action</b>

The undersigned agree that the subject complaint is adequately described herein and that the specified corrective action is appropriate.	
Landowner Signature: _____	Date: _____
Complaint Control Office Signature: _____	Date: _____

The undersigned agree that the subject complaint has been adequately resolved and that no further action is required.	
Landowner Signature: _____	Date: _____
Complaint Control Office Signature: _____	Date: _____