

Appendix I:  
COMPLAINT RESOLUTION PROCESS  
(Exhibit A-1.16)

# MI Energy Developments, LLC

## Riverbend Wind Energy Facility

Exhibit A-1.16

Complaint Resolution Process

# Riverbend Wind Energy Facility Complaint Resolution Process

## 1. INTRODUCTION

MI Energy Developments, LLC (Riverbend Wind) has developed a complaint resolution program for implementation during the construction and operation of the Riverbend Wind Energy Facility (Project) to provide an effective process for identification and resolution of concerns voiced by members of the community. Riverbend Wind is committed to complying with requirements established through the Michigan Public Service Commission (MPSC) and other regulatory processes, and to establishing an accessible process for community members to voice concerns and for those concerns to be addressed as quickly and effectively as possible. Maintaining detailed records of all complaints and resulting actions is an important aspect of the complaint resolution program. Riverbend Wind's policy is to take all reasonable and necessary actions to rectify legitimate interference or disturbances that are a direct result of the Project.

## 2. COMPLAINT RESOLUTION PROCEDURE

### 2.1 Riverbend Wind Energy Facility Contacts

Riverbend Wind will establish a toll-free telephone number and will provide that number to the county, townships and emergency responders. The number will also be posted on the Project website. To register a complaint, individuals may call the telephone number and leave a message. Phone messages left at the provided number will be checked daily, Monday through Friday and initial follow up will occur within two business days. Complaints received by letter, email, and through the project website will also receive prompt follow-up within two business days of their receipt. Any emergency situations should be addressed with the appropriate local authorities or by calling 911.

Designated Representative: **Irene Bezuidenhout**  
Toll-free Telephone Number: **TBD**  
Email Address: **Feedback@RiverbendWind.com**  
Website: <https://riverbendwind.com/>

### 2.2 Complaint Documentation and Follow-Up

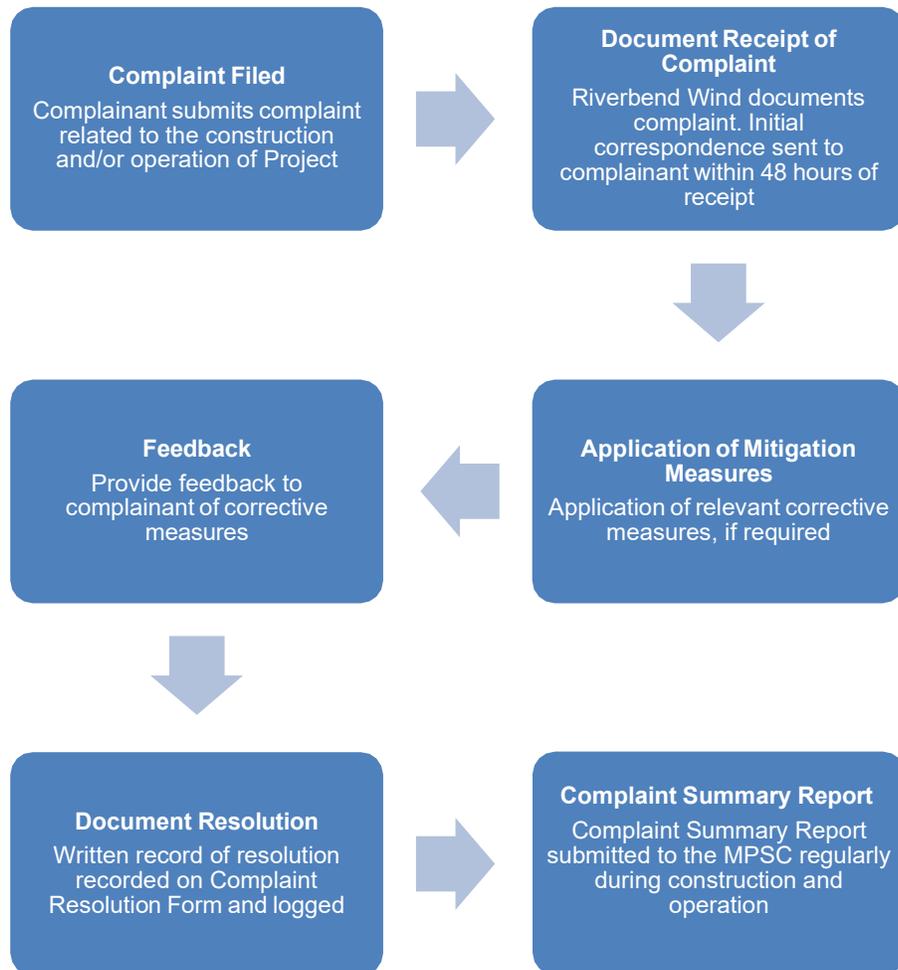
Riverbend Wind will keep a logbook to register every complaint received. The logbook will include pertinent information about the person making the complaint, the issues surrounding the complaint, and the date the complaint was received; the complaint resolution form is attached.

The logbook will also document Riverbend Wind's recommended resolution, the date agreement was reached on a proposed resolution, and the date when the proposed resolution was implemented. Riverbend Wind will generate regular reports based on the information recorded in the log book about the nature and resolution of all complaints received which will be filed regularly in the docket during construction and operation.

No later than two business days after an individual registers a complaint, a designated Project representative will respond by phone to that individual if contact information is provided with the complaint. If a phone number is not provided, Riverbend Wind will reply by mail or email, whichever is provided by the individual registering the complaint. The intent of the initial correspondence is to gather more information to better understand the complaint. Within 30 days of the complaint being logged, Riverbend Wind will initiate reasonable action to resolve any legitimate interference or disturbance that is a direct result of the Project.

If Riverbend Wind and the complaining individual cannot agree to a resolution, Riverbend Wind will provide a summary of the complaint and proposed resolution to the complaining individual and document this information in the logbook.

## Diagram of Complaint Resolution Process



### Riverbend Wind Energy Facility Complaint Resolution Form

Complaint Log Number: _____
Complainant's name and address:  Phone number/email:
Date complaint received _____
Time complaint received: _____
Date complainant first contacted: _____
Nature of complaint:
Definition of problem after investigation:
Description of corrective measures taken:
The undersigned agree that the subject complaint is adequately described herein and that the specified corrective action is appropriate.
Complainant's signature: _____ Date: _____
Riverbend Wind Representative Signature: _____ Date: _____
The undersigned agree that the subject complaint has been adequately resolved and that no further action is required.
Complainant's signature: _____ Date: _____
Riverbend Wind Representative Signature: _____ Date: _____

(Attach additional pages and supporting documentation, as required)