

Goldwind Australia

CO-POL-0007 Complaints and Enquiries Policy

Document Version History

Version	Date	Reason for Issue	Author	Checked	Approved
0.1	26 October 2015	Draft to Management Team for Review	C. Powell	J. Simmonds	Ning Chen, Will Ives, Rob Brady, Steve Nethery, John Gardner
1.0	24 December 2015	Draft to John Titchen for review and approval. Incorporates comments from Management Team review.	C.Powell		John Titchen

CO-POL-0007 Complaints and Enquiries Policy

1. Introduction

This Policy document describes the Goldwind Australia Pty Ltd.'s (GWA) commitment to effective management of enquiries from interested parties and handling of complaints related to Goldwind Australia projects.

2. Scope and Coverage

The Policy applies to a project while GWA is engaged on the project as Construction Manager, Asset Manager or other relevant role.

Typically this policy will apply for the lifetime of the project including construction and operation, or as otherwise agreed with the relevant Planning Authority.

The Policy is applicable to all employees and workers involved in the GWA project.

The Policy forms an integral part of the GWA Integrated Management System.

A Project Enquiries and Complaints Plan specific to each project shall be developed for each GWA project, in accordance with the relevant Planning Approval requirements and the Stakeholder and Community Engagement Plan (or other relevant strategic document).

2. Policy Statement

It is GWA policy to establish and maintain a positive complaint management environment that encourages feedback, enquiries and complaints. It is also the policy of GWA to comply with relevant legislative and regulatory requirements in relation to complaints and enquiries and, where required, granted Project Approvals.

It is our policy to acknowledge the needs and expectations of all interested parties affected by the project and to resolve complaints at the first point of contact with the organization wherever possible.

The company is strongly committed to addressing issues of concern within reasonably requested and agreed timeframe.

3. Policy Objectives

The aim of this Policy is to:

- Facilitate the delivery of quality products and services and continually improve our operations with the aim of achieving zero at fault complaints.
- Comply with any statutory or regulatory requirements.
- Maintain a framework that provides constructive open communication channels that encourages feedback, enquiries and complaints from all interested parties and community at large.

4. Responsibilities and Accountabilities

The GWA Managing Director is ultimately accountable for effective Enquiries and Compliant Management System.

The Investment Department Manager is responsible for ensuring that the enquiries and complaint management policy and associated Project Plan is established, implemented and maintained. Further responsibility includes the provision of adequate resources and promotion of awareness of the policy and Project Plan including development of interested parties and community's focus-based culture within GWA.

The Community Engagement Manager shall be responsible for managing enquiries and complaints, thus ensuring the overall management system is effective at all times. Further responsibility includes ensuring the up to date Policy is readily available to the general public.

The Community Engagement Manager, reporting to the Investment Department Manager shall be responsible for establishing, implementing and maintaining a process of performance monitoring, evaluation and reporting. Further responsibility includes implementing internal and external escalation procedures for unresolved complaints and disputes.

All workers interacting with Stakeholders and members of the public on a specific project shall be responsible for implementing the Policy and associated procedures as per the project specific Plan.

GWA recognizes that all Stakeholders have the right to express their opinions or dissatisfaction. All workers have a responsibility to treat complaints in a courteous and equitable manner. In accordance with AS/NZ Standard 1002:2014 Guidelines for Complaint Management in Organizations, in the event of complainant acts being deemed unreasonable, key principles for unacceptable complaint conduct shall include, but not be limited to, instituting alternative service arrangements, restrict service or terminate service altogether.

5. Evaluation

As an integral part of our Integrated Management System, auditing of compliance against the AS/NZS 10002:2014 Standard - Guidelines for Complaint Management in Organizations, shall be included in the GWA annual audit program and incorporated in Management Reviews.

Regular Management Reviews will confirm overall effectiveness of the management system. During Management Reviews, the GWA senior management shall evaluate feedback and complaints for trends and specific community concerns including statutory and regulatory issues. Key Performance Indicators (KPI) shall be monitored to ensure that GWA management system is both responsive to the needs of interested parties and community at large and effective in delivering satisfactory resolutions to enquiries and complaints.

6. Non-compliance with Policy

Any non-compliance with this Policy shall be escalated and reported to the Managing Director of GWA who shall instigate conducting of root cause analysis, development and implementation of appropriate corrective action. Deviations from this Policy may be subject to review and necessary disciplinary action during regular Management Review meetings.

Signature:



John Titchen
Managing Director

Effective Date: 12th February2016