



## Waterloo Wind Farm Enquiries & Complaints Process

### About Waterloo:

Waterloo Wind Farm is located near the community of Waterloo, 30 kilometres from the town of Clare. Waterloo Wind Farm is committed to addressing enquiries and complaints in a timely manner.

This process outlines how you can submit enquiries and complaints to our team and the process we follow to address them.

### Lodgement:

To lodge an enquiry or complaint, please email [hello@waterloowindfarm.com.au](mailto:hello@waterloowindfarm.com.au)

Alternatively, fill out an online form at <https://waterloowindfarm.com.au/contact/>

### The Process:

After you lodge an enquiry or complaint, it will be recorded in our register and will remain confidential. Please include, all relevant details regarding the location and nature of the complaint, and your contact details in your submission.

We will provide an initial response within 3 business days of receiving the enquiry or complaint.

We will conduct a thorough investigation into all complaints and will provide you with an estimated timeframe for the response which will include a summary of the findings of the investigation including reasoning and any actions to be taken.

We will continue to provide you with regular feedback on the progress of any actions that arise from the investigation.

Feedback will be requested from you on whether your complaint has been resolved and if you consider the complaint to be closed.

### Escalation of Complaints:

If you are not satisfied that we have resolved your complaint, you can escalate your complaint to the following:

#### **The Office of the National Wind Farm Commissioner:**

Email: [nwfc@environment.gov.au](mailto:nwfc@environment.gov.au)  
Phone: 1800 656 395

#### **Clare & Gilbert Valleys Council:**

Email: [admin@cgvc.sa.gov.au](mailto:admin@cgvc.sa.gov.au)  
Phone: 08 8842 6400

#### **South Australian Environmental Protection Authority (EPA SA):**

Email: [epainfo@sa.gov.au](mailto:epainfo@sa.gov.au)  
Phone: 1800 623 445

