

## Appendix I: Complaint Resolution

## **Formal Complaint and Concern Procedure for the Burchill Wind Project**

Natural Forces Development Limited Partnership NB (Natural Forces) and owner of the Burchill Wind Project, is committed to addressing any public concerns regarding the Project located near Spruce Lake Industrial Park and the community of Lorneville, New Brunswick. The intention is that this plan can inform the public on the ways that they can communicate their concerns to the Natural Forces and how concerns will be addressed.

### **1.0 PURPOSE**

The purpose of this policy is to ensure all public concerns are addressed with consistently and effectively. Natural Forces aims to:

- Manage concerns and complaints openly, promptly and properly;
- Resolve concerns and complaints as soon as possible; and
- Learn from the issues and improve our commitment to minimize any impacts on the community.

### **2.0 SCOPE**

This policy will address any concerns complaint; written or spoken expression of dissatisfaction that are brought forward to Natural Forces regarding the Burchill Wind Project.

### **3.0 PROCEDURE**

All concerns or complaints of the Burchill Wind Project will be directed to the Community Liaison Officer, Corey Mattie:

Corey Mattie | Development Officer  
Natural Forces Wind Inc.  
1801 Hollis Street | Suite 1205 | Halifax | NS | B3J 3N4  
Tel: +1 902 422 9463 x 115

Complainant will be notified upon receipt of the complaint. The Community Liaison Officer will investigate complaints within 20 days of being receiving; upon which complainant will be notified of how the concern was or will be addressed.

### **3.1 Noise and Shadow Flicker**

Complaints regarding noise and shadow flicker will be assessed on a case by case basis. The specific date and time frame at which the noise or shadow flicker was perceived as well as the local weather conditions will be noted. The Operations Team will then be contacted to determine the direction of the wind, the status of the turbine, and the speed of the wind at the time of the perceived impact.

All the details will be included in a concern and complaint tracker.

The complainant will also be asked to record any additional incidents or occurrences.

If several occurrences of issues regarding noise and/or shadow flicker that arise from the Burchill Wind Project, an assessment of the causes of the impacts will be conducted and a monitoring program will be developed and implemented in consultation with the complainant.

Mitigation measures to reduce noise and shadow flicker have been described in the Environmental Impact Assessment and will be discussed with the wind farm's Operations Team.

Complainant(s) will be informed of noise and shadow flicker mitigation strategies and will be contacted periodically throughout the first year of the implementation of the noise or shadow flicker reduction strategies to determine the success of the strategy.

### **3.2 Construction and Operation**

Complaints regarding construction and operation activities will be discussed with workers or contractors involved.

Solutions to the complaints will be established with worker(s) and contractor(s). Complainant will be informed of how issue was addressed.

If complaints persist, then worker(s) and contractor(s) may be dismissed.

## **4.0 CLOSURE**

If the complainant is not satisfied with the initial response, the complaint will be referred to a higher authority within the company to further resolve the issue.