

Appendix K:
Public Complaint Procedure

Formal complaints procedure for Natural Forces Wind Inc. Gaetz Brook Wind Farm

Natural Forces Wind Inc. is committed to addressing any public concerns regarding Gaetz Brook Wind Farm in Gaetz Brook in the Halifax Regional Municipality. The intention is that this policy can inform the public on the ways that they can communicate their concerns to Natural Forces Wind Inc., and how complaints will be addressed.

1.0 PURPOSE

The purpose of this policy is to ensure all public complaints are dealt with consistently and effectively. Natural Forces Wind Inc. aims to:

- Manage complaints openly, promptly and properly;
- Try to resolve complaints as soon as possible; and
- Learn from complaints and improve our services.

2.0 SCOPE

This policy will address any complaint; written or spoken expression of dissatisfaction.

3.0 PROCEDURE

All complaints of the Gaetz Brook Wind Farm will be directed to the Project Manager, Andy MacCallum:

Andy MacCallum | VP Developments
Natural Forces Wind Inc.
1801 Hollis Street | Suite 1205 | Halifax | NS | B3J 3N4
Tel: +1 902 422 9663 x 214
Fax: +1 902 425 7840
For more information please refer to Natural Forces Wind Inc. website
www.naturalforces.ca

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



3.1 Noise

Complaints dealing with noise will be assessed on whether noise monitoring is necessary.

If there are several complaints regarding noise from the Gaetz Brook Wind Farm, then a noise monitoring program may be implemented.

Ways on reducing noise will be discussed with the wind farm operators.

Complainant(s) will be informed of noise mitigation strategies and will be contacted within a year of implemented noise reduction strategies on the success of the noise reduction strategy. This will help address any noise issues that may arise from the Gaetz Brook Wind Farm.

3.2 Construction and Operation

Complaints regarding operation and construction 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.

