
Appendix N
Complaint Resolution Procedure



Jericho Rise Wind Farm Complaint Resolution Procedure

Prior to commencement of construction, the Applicant will communicate to neighboring residents, the Town, and permitting agencies the contact name and address of the Manager responsible for Community Relations and the Construction Manager (and, prior to the end of construction, the Operations Manager). The Applicant will also publish to the community its 1-800 number that will be accessed within 24 hours by construction or operations personnel. The Applicant will consult with the Town Boards to determine the location of all areas where information regarding the Project, Project activities and Project contact information will be posted. These areas may include, but not be limited to, the respective Town Halls, local libraries, and Project construction trailers/offices.

Complaints by neighboring residents or others may be made through the following channels:

1. By calling the local or 1-800 number and speaking directly with construction and operations personnel in the field;
2. By writing to the Applicant at its local address or at its principal place of business;
or
3. By making the complaint in person at the Applicant's construction or operations building.

In the event that the Town receives complaints directly about unanticipated effects of operations of the wind facility following completion of the environmental review and the securing of all permits, the Town shall notify the Applicant within five (5) days in writing of the details of such complaint.

A log will be kept locally of the name and contact details of the complainant and the actions taken to resolve the complaint. This log will be available to the Town Board for inspection upon request.

In the event that the Applicant receives complaints, the Applicant will promptly investigate such complaints. Verification that a problem does exist will be determined by the Applicant within 60 days of receipt of the complaint. A report of each investigation shall be made available to the Town Board. In the event that the investigation determines that the complaint has identified a problem attributable to the construction, operation or maintenance of the Project, the Applicant will promptly work directly with the complainant and, in appropriate circumstances, the Town to resolve the identified problem. In the event that the identified problem is not resolved, or that a plan to resolve the problem is not under development within 30 days of the determination that a problem exists, the complainant may refer the matter to the Town Board. In such event the Town Board may by majority vote determine that no further measures are necessary or may require the Applicant and complainant to proceed with non-binding mediation with a mutually acceptable mediator. The Applicant will make every reasonable effort to resolve the complaint.

The Applicant shall implement the agreed-upon resolution actions.