

Complaints procedure

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1 Purpose

- 1.1. The purpose of this procedure is to provide guidance on the process for recording and responding to complaints and interactions received from members of the public and Notices received from stakeholders (such as a Stop Notice from the Environment Agency, or other Notices from Local Authorities, Natural England etc.) associated with Scottish Power Renewables' (SPR) activities during the construction phase of East Anglia TWO Offshore Windfarm (EA2). This procedure applies to the EA2 project and all construction activities associated with it. The aim of the procedure is to ensure that all complaints are resolved as fully and as timely as possible.
- 1.2. Complaints/Notices outside the scope of this Procedure are as follows:
- Objections, complaints or representations on submitted Planning Applications/Section 36 Applications are required, by legislation, to be lodged within four weeks of the submission to the consenting authority (Planning Authority or Central Government) and subsequently dealt with by them. Therefore, this procedure excludes any public complaints, which relate specifically to Planning Applications/Section 36 Applications.
 - Complaints that should be addressed through other relevant complaints procedures (e.g. Advertising Standards Authority).

2 Responsibilities

- 2.1 The following EA2 positions are responsible within the complaints process and should support the closure of complaints according to the discipline which caused the complaint notification.

Onshore Complaints

2.2 Senior Stakeholder Manager

The Senior Stakeholder Manager is responsible for overseeing all engagement with communities and those with an interest in the project.

2.3 Community Liaison Officers (CLOs)

All community queries relating to the onshore works should be directed to the CLOs in the first instance. A community query is received from people who do not have an interest in land within the EA2 development area (red line boundary). The CLOs will be the first point of contact for any public concerns, queries or complaints and will maintain a record of all correspondence in the corporate stakeholder database. The CLOs are also responsible for sharing a summary of interactions with the SPR project team in a monthly report.

- 2.3 The CLOs will be contactable during normal working hours by email at **eastangliatwo@scottishpower.com** or via their individual phone numbers. **Reecia Cullen can be reached on 07393 250258 and William Sealey on 07748 942764.** Details will also be made available on the project website. Contact information for a delegated site supervisor or

principal contractor will be provided in notifications for any works taking place outside core hours.

- 2.4 On receipt of a complaint, the CLOs are responsible for reviewing the details, assessing the complaint and instigating investigation and response actions. If the complaint is focused on an environmental or ecological concern, then the SPR Environmental Team will immediately be involved in investigating the complaint. Environmental complaints should be logged in the SafetyCulture System by the Environmental Manager/Advisor.
- 2.5 If the complaint expresses a Health and Safety (H&S) concern, or has H&S implications, the SPR H&S Manager, Client Representative and project manager will immediately be informed by the CLOs.
- 2.6 Internally, the CLOs will work closely with the following SPR personnel:
- Senior Stakeholder Manager
 - Construction Management Team and Client Representatives
 - Land Manager (LM) and SPR's Land Agents
 - Consents Compliance Team
 - H&S Site Team
 - Environmental Team
 - Principle Contractor and sub-contractors, through the SPR Client Representatives
- 2.6.1 External to the project, the CLOs will work closely with the:
- Local Planning Authorities
 - Suffolk County Council
 - Local Communities and Organisations
- 2.7 SPR Construction Land Manager**
The SPR Land Manager (LM) is responsible for overseeing all engagement with landowners (those with an interest in land within the red line boundary) and their agents throughout the construction phase. The CLM will work closely with SPR's Land Agent, who will appoint an Agricultural Liaison Officer (ALO), to be based on site. The ALO will be responsible for handling all queries from Landowners and will frequently travel along the cable route and the Onshore Substation area.
- 2.8 On receipt of a complaint from a landowner or their agent, the SPR CLM is responsible for reviewing the details, assessing whether the complaint is justified and instigating investigation and responsive actions as necessary. If the complaint is focused on an environmental concern, the CLM shall inform the Environmental Team, who shall log it on the SafetyCulture system.
- 2.9 Internally, the CLM will work closely with:
- SPR's Land Team
 - SPR's Land Agents and Agricultural Liaison Officer (ALO)
 - Construction Management Team
 - SPR's CLOs
 - Consents Compliance Team

- Project Management Team
- Principal Contractors and subcontractors
- Arboricultural and Ecological Clerk of Works
- Health & Safety Site Team
- Environmental Site Team

2.10 Externally, the CLM will work closely with:

- Landowners
- Land Agents

2.11 SPR Land Agents

All enquiries from landowners or their agents relating to the onshore works should be directed to the CLM and SPR's Land Agents in the first instance and not later than 1 working day.

2.12 SPR's Land Agents will appoint an ALO (see paragraph 2.7) to be on site throughout construction. The ALO will be available to talk to landowners on site and to act as an interface between landowners and the construction teams.

2.13 SPR Onshore Consents Compliance Manager (OCCM)

The OCCM is responsible for reviewing any complaints concerning a potential breach of consent and overseeing any interaction with local and national stakeholders.

2.14 Client Construction Managers and Client Representatives

These roles are responsible for supporting the CLOs and CLM with the closure of all complaints or notices, within the time frames set out in Appendix (?), through delegating to the applicable teams under their authority. They shall ensure this procedure is complied with and that they provide the CLOs and CLM with the required information to respond / close out the complaint / notice.

Offshore Complaints

2.15 Brown and May Marine (BMM) have been appointed by SPR to act as the Company Fisheries Liaison Officer (CFLO) to manage enquiries and complaints from the fishing community and other maritime stakeholders. The offshore process is described in 2.21.

3 Procedure

Community Liaison Officers

3.1 All onshore community interactions will be reported to the CLOs, while all onshore land issues will be reported to the CLM. The CLOs will liaise as quickly as possible with relevant personnel / departments and Client Representatives. If the interactions are received by other staff, the details should be brought to the attention of the CLOs and CLM as soon as possible. The information provided to the CLOs should include the name and contact details

of the Complainant, the date the interaction was received, and details of the issue reported, and any immediate remedial measures undertaken. A high-level summary of the process is provided in Appendix A.

- 3.2 All site-based personnel and related contractors via the site induction should have the name and contact details of the CLOs and CLM. They will be briefed that all community/land interactions are to be reported directly to the CLOs and CLM. The CLOs' details will be available to the public for direct contact to be made. Landowners' land agents will contact our Land Agency, Dalclour McLaren.
- 3.3 The CLOs will, in a timeous and competent manner:
- Enter the details of the complaint in the SPR stakeholder engagement tool. The entry should include date and location of the complaint and any relevant information (noise, dust, lighting) to aid investigation.
 - Include any supporting information provided, such as drawings or photographs
 - Inform the relevant SPR Construction Manager or Client Representative.
 - Acknowledge the complaint by email/phone to the public contact, confirming that the complaint has been received, is being reviewed and that contact will be made to update on progress as soon as possible.
 - Review the interaction and refer to the CLM and relevant personnel. This allows information to be uploaded to different department systems, for example: Environmental; Land; Consents, or Health & Safety by the relevant teams.
 - Escalate to the senior project staff; Offshore Management Team; Legal Team or Comms Team if necessary.
 - Contact the Complainant to provide details of the action taken, the resolution or timescales on progress taken.
 - Update the SPR stakeholder engagement tool with details of the investigation and resolution.

Anonymous Complaints

- 3.4 Anonymous complaints can be made by calling the CLOs on a "number withheld" phone line or through a third party, such as a parish council or local planning authority. It is not possible to send an anonymous complaint by email.

Logging Anonymous Complaints

- 3.5 If a complaint has been made anonymously through a third party, such as a parish council or local planning authority, the complaint will be logged in the SPR stakeholder management tool against the third party.
- 3.6 Dependant on whether the issue is public or landowner specific, each case is to be reviewed by the CLOs with escalation to the Senior Stakeholder Manager if necessary or the CLM with escalation to the Client Construction Manager if necessary. Feedback is to be provided to the public contact within the agreed timescales.

Environmental specific complaint notification process

3.7 An environmental specific complaint is defined by a suspected breach of planning / consent conditions, and or legislation which results in pollution such as air quality, light, noise, soil, water and or ecological impact of nearby communities

3.8.1 SafetyCulture provides a mechanism for the recording and reporting of environmentally focused Public Complaints and Stakeholder Notices. It is used to report into the annual Scottish Power Renewables Management Review and Iberdrola Annual Reporting requirements.

2.6 All environmental specific complaints and notices associated with EA2 activities are required to be reported centrally within the SafetyCulture system by The Environmental Manager/Advisor). This process will be undertaken by the Onshore and Offshore Environment teams.

2.7 If the project receives more than five public complaints regarding the same issue, it should be noted in the Public Complaints entry by the Environment Team. Once this threshold has been exceeded or the relevant Complaint Owner deems it likely that the source of the complaint may generate more public complaints, further entries are not required in SafetyCulture. The complaint will be recorded and reported in the Project Specific Interface Register).

2.8 The complaint will be closed in SafetyCulture by the Environment Team.

Receipt and recording of environmental complaints and Notices

2.9 When environmental specific complaints and notices are received, either via the office, site-based staff, written or verbally, the CLOs, Environmental Team, Senior Stakeholder Manager and relevant SPR site manager (Client Representative) must be informed. The CLOs will initiate the process set out in 3.1 by informing the Environmental Manager/Advisor and, if appropriate, the CLM.

2.10 The CLOs will record the complaint as set out in 2.3. Environmental Notices will be actioned by the Environmental Team in SafetyCulture.

Timescales for investigation and action of complaints and Notices

2.11 Environmental Notices will be actioned by the Environmental Team on the Cintellate/ONEHS system.

Timescales for investigation and action of complaints and Notices

2.12 Within 1 working day, the CLOs will inform the relevant parties as set out above in Section 2.

2.13 The SPR Client Representative will assess the complaint with the applicable department manager or delegate. Depending on the nature of the complaint the Legal team may also be consulted during the screening phase. The SPR Client Representative will identify sufficient resources to investigate the complaint.

- 2.14 The CLOs will notify the LPAs of any matters requiring action or consideration within three working days. In addition, a summary of complaints, issues raised, and community engagement will be shared with the LPAs and SCC at the Steering Group/Implementation meetings.
- 2.15 The CLOs will respond to the complainant within seven **working days** of complaint receipt, acknowledging the complaint and explaining the proposed course of action.
- 2.16 Where a Notice is received from a stakeholder (such as the Local Authority, Environment Agency), resources from the EA2 Consents Team (and where appropriate, the SPR legal department), will be required to comply with and/or respond to the Notice as required. Support may also be required from the Legal Team depending on the type of Notice.

Close-out of interactions, complaints and Notices

- 2.17 For public complaints the target close out should be no more than **21 working days** from receipt of the complaint. Where more detail is required, particularly from external parties, additional time may be required.
- 2.18 The relevant Client Representatives and SPR project managers will be responsible for agreeing the complaint has been resolved. A response should be provided to the complainant.
- 2.19 Where a Notice is received from a stakeholder that sets a specific timeline for close out, this will override the 21 days set out above.

Documentation associated with a complaint and Notice

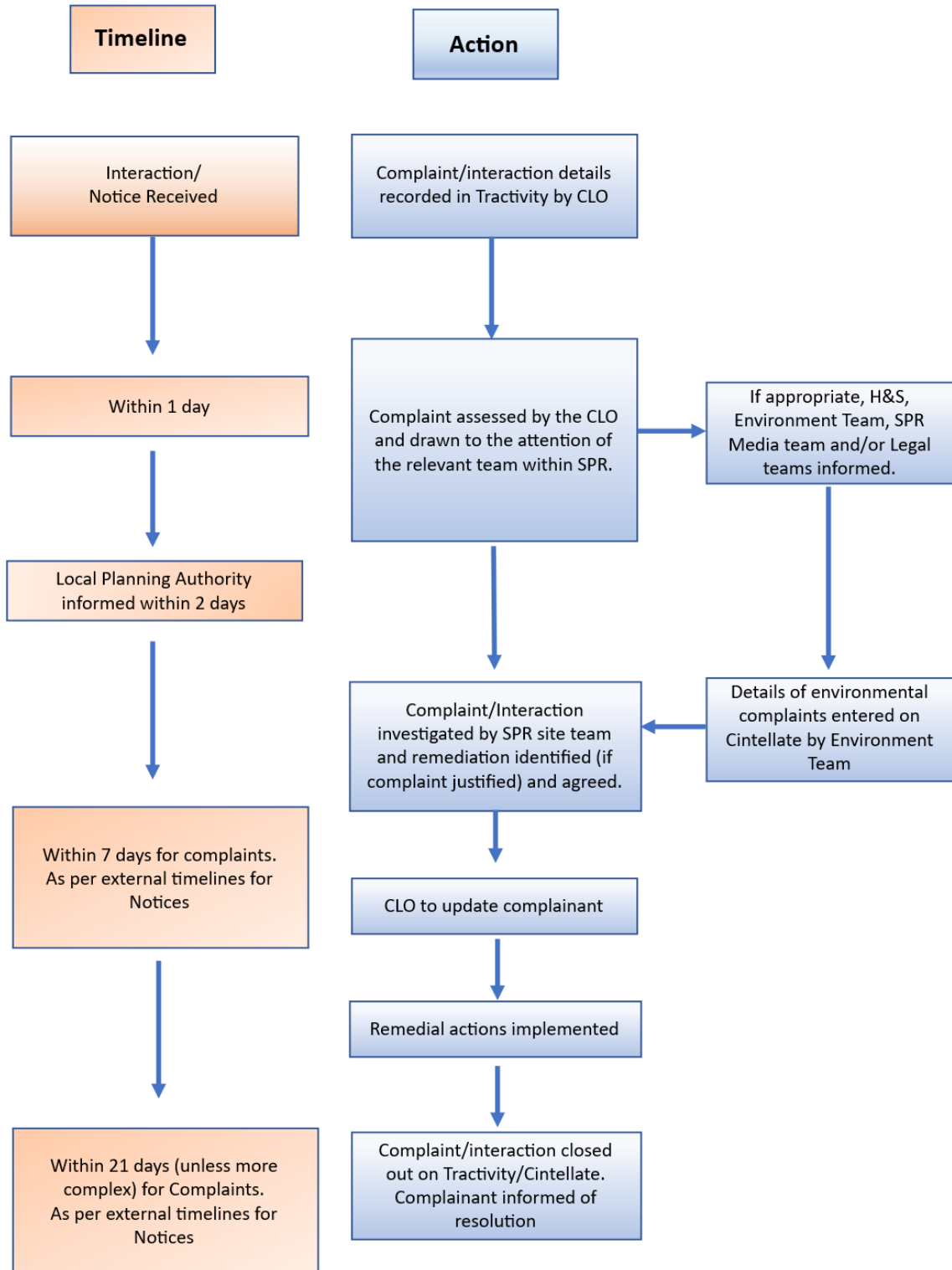
- 2.20 External correspondence regarding a complaint or Notice will be recorded on the stakeholder management database. Depending on the Notice, there may be associated external investigations and confidentiality issues and the Legal Team may therefore request that associated documents are treated as confidential and set protocols that are required to be followed.

Offshore complaints process

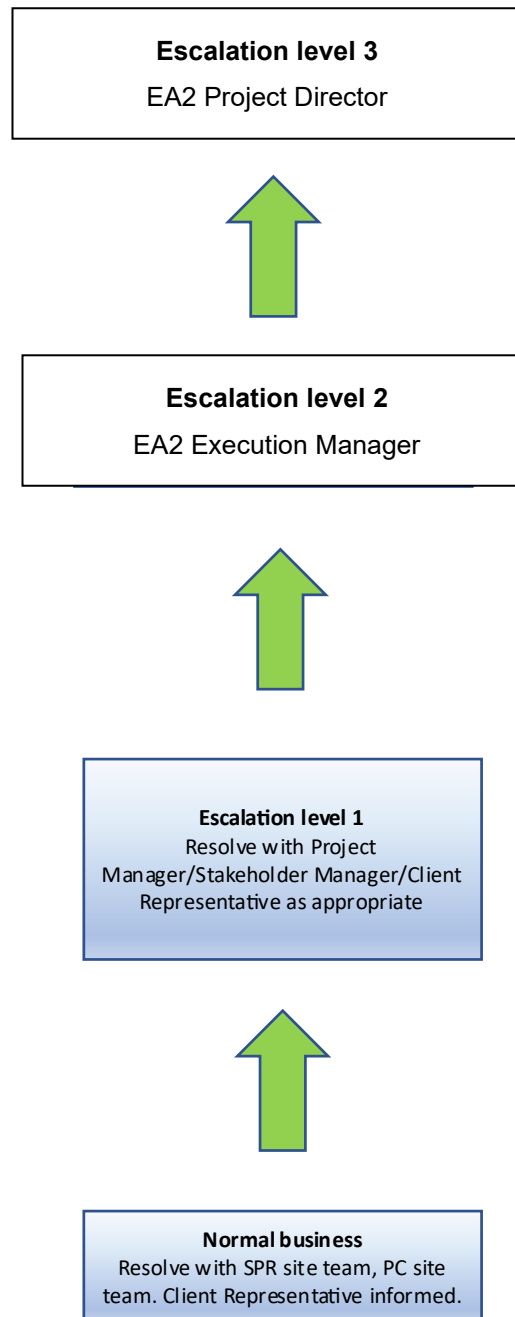
- 2.21 The offshore complaints process is managed by Fisheries Liaison Officer Brown & May Marine Ltd (BMM). The process works as follows:
- When the FLO receives a complaint, it is logged the same day or nearest working day.
 - Depending on the complaint and the mode received, the FLO may contact the complainant for further information as required and the complaints log will be updated.
 - Within a week, the complaint will be discussed with the Client Offshore Construction Manager, Offshore Client Representative (Offshore Consents Team) and the CFLO within BMM. If the complaint has environmental or H&S implications, then the offshore Environment and/or H&S team will be also informed. An action plan will be agreed.
 - The Client Offshore Construction Manager and Client Representative will decide whether the action plan has been successfully implemented and the issue resolved.
 - The FLO will reply to the complainant with the conclusion and details of any actions taken and log the correspondence. This should typically take place within two weeks but may vary due to the nature of the complaint.

- 3.23 Should the onshore local community have a query, or make a complaint about offshore activities, the CLOs will liaise with BMM and the SPR Offshore Construction Manager to address any issues and respond.

APPENDIX A - TIMELINE FOR RESOLVING ONSHORE COMPLAINTS



APPENDIX B – ONSHORE COMPLAINTS ESCALATION PROCEDURE



APPENDIX C - TIMELINE FOR RESOLVING OFFSHORE COMPLAINTS

