

**Senate Standing Committee on Environment and Communications
Legislation Committee
Answers to questions on notice
Environment and Energy portfolio**

Question No: 210
Hearing: Supplementary Budget Estimates
Outcome: Outcome 2
Program: International Climate Change and Energy Innovation Division (ICCEID)
Topic: Finalised complaints
Hansard Page: N/A
Question Date: 28 October 2016
Question Type: Written

Senator Back, Chris asked:

You stated that 23 cases from operating wind farms have been closed. How many of these complaints have had satisfactory outcomes for the complainants?

Answer:

Sections 26 and 27 of the Commissioner's complaint handling policy provides a list of closure reasons for complaints. Approximately 57 per cent of closed cases to date for operating wind farms have been closed where the respondent and/or the office has provided information to the complainant (and/or the respondent has taken actions), as a result of our complaint handling process, to address issues raised by the complainant and the complainant has not sought further assistance from our office. Approximately 30 per cent of closed cases to date for operating wind farms have been closed where the complainant did not provide further requested information and/or did not provide consent for the office to handle their complaint and share information with the other parties to the complaint. The Commissioner's complaint handling policy can be found at www.nwfc.gov.au.