



# **BENJAMINS MILL WIND PROJECT**

## **Complaint Resolution Plan**

Natural Forces  
1801 Hollis St Suite 1205  
Halifax, NS B3J 3N4  
[naturalforces.ca](http://naturalforces.ca)



## Overview

Natural Forces Developments Limited Partnership (the Proponent), on behalf of the Benjamins Mill Wind Limited Partnership, a partnership between the Proponent and Wskijnu'k Mtmo'taquow Agency Ltd (WMA), a corporate body wholly owned by the 13 Mi'kmaw bands in Nova Scotia, is committed to addressing any public concerns regarding the Benjamins Mill Wind Project (the Project) in Hants County, Nova Scotia. The intention is that this plan informs the public on the ways that they can communicate their concerns to the Proponent and how concerns will be addressed.

## Purpose

The purpose of this plan is to ensure all public concerns are addressed consistently and effectively. The Proponent aims to:

- Manage concerns and complaints openly, promptly and properly;
- Investigate the cause of the complaint and undertake actions, if needed, to correct the problem;
- Resolve concerns and complaints as soon as possible; and
- Learn from the issues and minimize any impacts the Project has on the community.

## Scope

This plan details how concerns can be reported to the Proponent regarding the Project, and how the Proponent will address those concerns.

## Procedure

The telephone number for Natural Forces is public information (i.e., can be found on our web page), and any member of the public who wishes to submit a complaint can do so using Natural Forces' general information number below. All concerns or complaints related to the Project can be directed to the communications phone line :

Natural Forces  
Address: 1801 Hollis Street, Suite 1205, Halifax, NS, B3J 3N4  
Phone: 902 483-9592

The complainant will be notified upon receipt of the complaint, which will be recorded in a Complaint Log maintained by the Proponent person of contact. The Proponent will start the review process for complaints within 5 business days of the concern or complaint being received. The Proponent will then conduct an investigation into the complaint in collaboration with relevant parties. Once the investigation is completed, the complainant will be notified of how the concern was or will be addressed.

The Complaint Log will be kept on file, along with records of communication, discussions and correspondence with the complainant. The Complaint Log will include the following information:

- Date and time that the complaint was received;
- Date and time that the complaint incident occurred;
- Complainant's name and contact information;
- Location and nature of complaint (e.g., sound levels, dust, shadow flicker, traffic, vibrations, etc.);
- Procedure and result of any investigation or follow-up; and,
- Weather conditions and meteorological measurements at the time of the complaint (in most cases, these conditions could be used to better understand and address the complaint).

## Sound Levels and Shadow Flicker

Complaints regarding sound levels and shadow flicker will be assessed on a case-by-case basis. The Proponent will follow the steps listed below in resolving the issue:

- 1) Conduct an investigation to understand the conditions under which elevated sound levels or shadow flicker issues are experienced. The specific date, time, location of observed shadow flicker, and local weather conditions (including wind direction and wind speed) will be noted for each incident of elevated sound levels or shadow flicker, as well as the duration of the event.
- 2) If it is determined from the investigation that the shadow flicker was caused by the Project, the Proponent will work to identify the best mitigation based on the circumstances, such as screening, discussed below.
- 3) The Proponent will track any such events along with the supporting data, and will track the success of any mitigation measures employed in consultation with the complainant, which will inform future resolutions.

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

If several occurrences of issues regarding sound levels and/or shadow flicker arise from the 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 sound levels and shadow flicker have been described in the Environmental Impact Assessment.

## Construction and Operation

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

Solutions to the complaints will be established with worker(s) and contractor(s), and complainants will be informed of how issues are addressed.

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

## Closure

This plan acts as a guidance document to result in the resolution of any complaints communicated to the Proponent about the Project. Ultimately, the situation of the individual complaints will more specifically inform the procedure followed to address them.

If the complainant is not satisfied with the response from the Proponent in addressing their complaint, the complaint will be referred to a higher authority within the company to further resolve the issue.