

Operational Complaints Handling Protocol (OCHP)

Kemps Creek Data Centre

This report has been prepared in accordance with SSD-10101987 Condition C8.

C8. Prior to the commencement of operation, the Applicant must prepare an Operational Complaints Handling Protocol (OCHP) for the development. The OCHP must:

(a) detail how complaints would be received by the Applicant;

(b) detail how the contact details for receiving complaints would be communicated to surrounding businesses and/or residential receivers; and

(c) include a complaints register to record the date, time and nature of the complaint, details of the complainant and any actions taken to address the complaint

(d) be submitted to the Planning Secretary upon request.

Note: Methods for receiving complaints could include, but are not limited to, email, a toll-free telephone number and/or a postal address. Methods for communicating contact details could include, but are not limited to, on-site signage and/or an advertisement published in a local paper.

Please refer to the below table noting where Condition has been addressed within this Protocol.

Item	Section
<i>(a) detail how complaints would be received by the Applicant;</i>	Section 1
<i>(b) detail how the contact details for receiving complaints would be communicated to surrounding businesses and/or residential receivers;</i>	Section 2
<i>(c) include a complaints register to record the date, time and nature of the complaint, details of the complainant and any actions taken to address the complaint</i>	Appendix A
<i>(d) be submitted to the Planning Secretary upon request.</i>	This document will be submitted to the Planning Secretary.

This Operational Complaints Handling Protocol (OCHP) outlines the procedures for receiving, recording, and addressing complaints related to the operation of the **Kemps Creek Data Centre**. This protocol ensures that all complaints are handled in a timely, consistent, and transparent manner, in compliance with Condition C8.

Section 1

Complaints can be received through the following channels:

1. **Email:** Complaints can be sent to the dedicated email address: Sydney Datacentre Questions SydDC@microsoft.com
2. **Community Blog:** Information regarding complaint communication and contact details can be found on our community blog at <https://local.microsoft.com/blog/kemps-creek-datacentre-overview/>

Section 2

To ensure surrounding businesses and residential receivers are aware of how to lodge complaints, the following measures will be implemented:

1. **Community Blog:** The contact details for receiving complaints will be prominently displayed on our Microsoft Community blog.
2. **Signage:** A non-branded sign will be located at the entrance of the datacentre site with the email address provided for any complaints or enquiries.

Section 3

We will maintain a detailed record of all complaints received. The complaints register will include the following information:

1. **Date and Time of Complaint:** When the complaint was received.
2. **Receiving method of the Complaint:** Who the complaint was received by and what method.
3. **Details of the Complainant:** Name and contact information (if provided).
4. **Actions Taken:** Steps taken to address the complaint, including timelines and outcomes.
5. **Responsible Staff Member:** The name of the staff member handling the complaint and method that the complaint was received.

The complaints register will be reviewed regularly to identify recurring issues and ensure continuous improvement in our operations.

Section 3.1

Procedure for Handling Complaints

1. Receipt of Complaint

All complaints received via email will be acknowledged within 24 hours.

The complaint will be logged into the complaints register with all relevant details.

2. Initial Assessment

A preliminary assessment of the complaint will be conducted within 48 hours to determine the severity and urgency.

The complainant will be informed of the assessment outcome and the expected timeline for resolution.

3. Investigation

A detailed investigation will be initiated based on the initial assessment.

The responsible staff member will gather all necessary information and evidence to understand the issue fully.

4. Resolution and Communication

Upon completion of the investigation, appropriate actions will be taken to resolve the complaint.

The complainant will be informed of the actions taken and the resolution within 10 business days.

If the issue requires more time to resolve, the complainant will be kept informed of the progress.

5. Follow-Up

A follow-up will be conducted with the complainant to ensure satisfaction with the resolution.

The outcome of the follow-up will be recorded in the complaints register.

6. Continuous Improvement

Regular analysis of the complaints register will be conducted to identify patterns and areas for improvement.

Lessons learned from the complaints will be used to enhance operational procedures and prevent recurrence of issues.

7. Implementation

To ensure the effective implementation of this protocol, the following steps will be taken:

- a) **Training:** Management staff will be trained on the complaints handling procedures to ensure they are equipped to manage complaints professionally and effectively.
- b) **Monitoring and Review:** The effectiveness of the OCHP will be monitored, and the protocol will be reviewed and updated as necessary to improve the complaint handling process.
- c) **Communication:** Regular updates will be provided to the community through the blog and other communication channels about how complaints are being addressed and resolved.

Contact Information

For any questions or further information about the **Kemps Creek Data Centre** OCHP, please contact:

Email: SydDC@microsoft.com

By adhering to this protocol, we aim to ensure that all operational complaints are managed effectively and transparently, fostering positive relationships with our community and stakeholders.

Appendix A – Complaints Register Template

Operational Complaints Handling Protocol (OCHP)											
Date & Time		Receiving method of the Complaint		Details of the Complainant		Actions Taken				Responsible Staff Member	
Date Received	Time	Received By	Method of Receipt	Name of complainant	Contact Information	Description of Complaint	Management/ Action	Follow up (Receipt Acknowledged & Date)	Remarks/ Status	Name	Closed out (Date & Initials)

