



Complaints Resolution Process

Phase 1 New Transmission Line to Pickle Lake Project

EA File No.:	03-03-03
EA Reference No.:	13025

Wataynikaneyap Power Complaints Resolution Process

Phone: 807-633-1499

Email: WatayInquiries@wataypower.ca

Step 1: Receipt of a Complaint		
<p style="text-align: center; margin: 0;"><u>External Parties</u></p> <ul style="list-style-type: none"> Complaint is received verbally or in writing. 	<p style="text-align: center; margin: 0;"><u>Contractor</u></p> <ul style="list-style-type: none"> Complainant is encouraged to submit complaint through formal channels. Actual or potential environmental incidents are notified to WPLP’s Environmental Manager. 	<p style="text-align: center; margin: 0;"><u>WPLP</u></p> <ul style="list-style-type: none"> Complaint is filed in PM StakeTracker.

Each complaint is assigned a unique identifier (e.g., WPLP[YEAR]-###).

The following information will be documented:

- Complainant name and contact information
- Date
- Method of communication
- Description of complaint

Additional information to be included:

- Priority level
- Person in charge
- Official response and date
- Resolution Status (i.e., Ongoing, Incomplete, Complete)
- Recommended follow-up actions

Step 2: Acknowledgement of a Complaint		
<p style="text-align: center; margin: 0;"><u>External Parties</u></p> <ul style="list-style-type: none"> Not applicable. 	<p style="text-align: center; margin: 0;"><u>Contractor</u></p> <ul style="list-style-type: none"> Not applicable. 	<p style="text-align: center; margin: 0;"><u>WPLP</u></p> <ul style="list-style-type: none"> WPLP acknowledges the complaint by phone, email or letter. <ul style="list-style-type: none"> – Within 48 hours for an environmental incident. – Within 3 business days for all other complaints.

Step 3: Assign Complaint for Resolution		
<p><u>External Parties</u></p> <ul style="list-style-type: none"> Not applicable. 	<p><u>Contractor</u></p> <ul style="list-style-type: none"> Not applicable. 	<p><u>WPLP</u></p> <ul style="list-style-type: none"> WPLP assigns responsibility for addressing the complaint and determines priority. <ul style="list-style-type: none"> Low, can be addressed by WPLP. Medium, requires input from other team members. High, requires input / review by WPLP PM / Leadership or third party.

Step 4: Develop Response		
<p><u>External Parties</u></p> <ul style="list-style-type: none"> Not applicable. 	<p><u>Contractor</u></p> <ul style="list-style-type: none"> Contractor supports by providing necessary information. 	<p><u>WPLP</u></p> <ul style="list-style-type: none"> WPLP manages response development and follows up with individual assigned in Step 3.

Step 5: Communicate Official Response		
<p><u>External Parties</u></p> <ul style="list-style-type: none"> Complainant acknowledges receipt and confirms acceptance and agreement with response. If Complainant is not satisfied with the response, WPLP clarifies and returns to Step 1 to document and address. 	<p><u>Contractor</u></p> <ul style="list-style-type: none"> Not applicable. 	<p><u>WPLP</u></p> <ul style="list-style-type: none"> WPLP provides official response to Complainant in writing, within 7 to 14 business days. <ul style="list-style-type: none"> If a response cannot be provided within this timeframe, an update and timeline to the Complainant. For anonymously submitted complaints, relevant information will be shared in standard communication tools (newsletters).

Step 6: File Official Response		
<p><u>External Parties</u></p> <ul style="list-style-type: none"> Not applicable. 	<p><u>Contractor</u></p> <ul style="list-style-type: none"> Not applicable. 	<p><u>WPLP</u></p> <ul style="list-style-type: none"> WPLP files official response in StakeTracker. WPLP notifies the MECP Thunder Bay District Manager of any environmental related incidents.