



Potęgowo Wind Farm Grievance Mechanism for community

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Potęgowo Wind Farm

Grievance Mechanism for community

PROJECT:

Potęgowo Wind Farm

Poland, Zachodniopomorskie and Pomorskie Voivodships,
Sławieński and Słupski Counties, Malechowo, Potęgowo,
Redzikowo and Damnica Municipalities

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Glossary

ESAP	Environmental And Social Action Plan
GM	Grievance Mechanism
Project	Potęgowo Wind farm
SEP	Stakeholder Engagement Plan
WF	Wind farm



1. Introduction

This document was prepared to ensure compliance with provisions of Environmental and Social Action Plan (ESAP) prepared for the Potęgowo Wind Farm (Potęgowo WF, the Project) – Performance Requirement (PR) 10 – Information Disclosure and Stakeholder Engagement. It is a part of the Stakeholder Engagement Plan (SEP) developed for Potęgowo West, Potęgowo East clusters and their extension – Potęgowo South (Jerzak 2024). This document addresses the Grievance Mechanism (GM) for local communities inhabiting the municipalities in which the Project is located.

This GM was prepared based on international guidelines to ensure that the Project is in line with international good practice in sustainable development, social security and equality (EBRD 2023).

Potęgowo WF is situated in northern and north-western part of Poland. Potęgowo West cluster is situated in Zachodniopomorskie Voivodship, Sławieński County, Malechowo Municipality. Construction of this cluster begun in June 2019 and ended in August 2020 and became operational in the same month. It consists of a total of 43 turbines.

Potęgowo East and South clusters are situated in Pomorskie Voivodship, Słupski County, Potęgowo, Damnica and Redzikowo (until 31.12.2023 operated as Słupsk Municipality) Municipalities. Construction of the Potęgowo East begun in August 2018 and ended in July 2020. Potęgowo East became fully operational in July 2020 and consists of a total of 38 turbines. Construction of the Potęgowo South begun in June 2021 and ended in March 2023. It became operational in March 2023 and consists of a total of 17 turbines.

2. Grievance procedure

Due to the operation of the WFs located within the boundaries of the Redzikowo, Potęgowo, Damnica and Malechowo Municipalities, a GM is launched for the communities, developed both in Polish and English. It consists of a possibility to report complaints using an online form (Table 2.1) available on the Project website (website 1) or in the version of paper forms, which are available in the above-mentioned Municipal Offices during office hours. The authorities of the municipalities were informed and instructed about the GM and where to submit complaints.

All inquiries are considered when submitted using the form mentioned above. Grievance may be submitted anonymously, but the form includes the option to enter the sender's name and contact details. In situations where the complaint concerns unethical issues, crimes or corruption, the reported issue is investigated and, if necessary, forwarded to the relevant state authorities for further investigation.

Any report that meets the formal requirements is dealt with within 21 working days. However, in particularly complex cases, the processing and response time may be extended. In this case, the parties concerned are notified by email or post. A response is provided using the same form of communication used in the application.

All complaints are registered immediately in the Grievance Book. Each stage of the complaints process is appropriately recorded in it. The book is updated and available to those coordinating with stakeholders. It contains information on how the complaint was made, the date the complaint was made, the action taken to resolve it, the date the resolution of the complaint was communicated and whether it was resolved and, if not, an explanation as to why the complaint could not be resolved.

All grievances are directed to the Stakeholder Coordinator:

Project Manager:

Mr. Grzegorz Borowiecki

Tel: +48 695 666 516

Email: grzegorz.borowiecki@mashavenergia.com

Table 2.1 Proposed Public Grievance Form

Reference No:	
Full Name	
Contact Information Please mark how you wish to be contacted (mail, telephone, email.)	<input type="checkbox"/> By Post: Please provide mailing address: ----- - <input type="checkbox"/> By Telephone: ----- - <input type="checkbox"/> By E-mail: ----- -
Preferred Language for communication	<input type="checkbox"/> Polish <input type="checkbox"/> English
Description of Incident or Grievance: <ul style="list-style-type: none">• What happened?• Where did it happen?• Who did it happen to?• What is the result of the problem?	
Date of Incident/Grievance	<input type="checkbox"/> One-time incident/grievance (date): -----)

Reference No:	
	<input type="checkbox"/> Happened more than once (how many times?): _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	

3. Bibliography

LITERATURE

1. EBRD. 2023. Guidance note. EBRD Performance Requirement 10: Information disclosure and stakeholder engagement, 76 pp.
2. Jerzak B., 2024. Potęgowo Wind Farm. Stakeholder Engagement Plan (SEP) 2024. Ambiens, Warszawa, 34 pp.

WEBSITES

Website 1 - <https://mashavenergia.com/do-pobrania/> -accessed November 2024 r.