

# NextBridge East-West Tie Complaint Protocol

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*May 1, 2019*



## Introduction

NextBridge is committed to continuing to build on our strong relationships with communities and those living and working long the right of way. As a general principal, NextBridge is committed to working with those along the project route to proactively address issues and deal with inquiries as they arise to avoid formal complaints. General inquiries and minor issues will be dealt with outside of this process. Should ongoing engagement fail to adequately address an issue, NextBridge will employ the following process in dealing with complaints to meeting the conditions set in the Ministry of the Environment, Conservation and Parks (MOECP) Notice of Approval for the East-West Tie Project.

## Project Updates and Primary Points of Contact

The primary points of contact for questions and complaints will be the long-established project email, toll-free phone number, and mailing address which have, and will continue to be well publicized. Information on the project will be provided regularly on the established project website. Details on the project complaint process will also be available on the website throughout the undertaking.

Contact Methods	Contact Details
Phone	1-888-767-3006
Email	<a href="mailto:info@NextBridge.ca">info@NextBridge.ca</a>
Website	<a href="http://www.NextBridge.ca">www.NextBridge.ca</a>
Mail	NextBridge Infrastructure 390 Bay Street, Suite 1720 Toronto, ON M5H 2Y2

## Complaint Protocol

In order to initiate a formal complaint, a complainant may do so via phone, email or mail through the above channels. In order to differentiate between a general project inquiry and a formal complaint, individuals wishing to file a complaint will be requested to complete the form listed in Appendix A.

## Complaint Steps

### 1. Contact Us

Individuals may contact NextBridge via phone, email or mail to file a complaint through providing a completed complaint form. Forms are available on the project website or can be provided via mail when requested.

### 2. NextBridge Review

NextBridge will review the complaint and work towards understanding the nature of the complaint and identifying potential resolution measures.

### 3. Provide Confirmation

Within 2 business days of receiving a formal complaint, NextBridge will provide confirmation of the complaint via email or phone. Additional information may also be required to resolve the complaint and it will be requested at this time.

#### **4. Resolution**

Unless an extension has been agreed upon, NextBridge will work to resolve issues within 20 business days. A plan for resolution will be presented to the complainant by NextBridge and once the issue has been resolved a completed Complaint Resolution Form will be sent back to the complainant for final sign off.

In situations where resolution cannot or is unlikely to take place within the 20 business day timeframe the two parties may agree, in writing, to an extension of time to resolve the issue. If an extension is not granted and the issue remains unresolved, NextBridge will inform the Regional Director of the MOECP of the outstanding complaint, outlining the nature of the complaint, the steps taken to attempt to resolve the issue, and an outline of the plan moving forward to resolve the dispute.

#### **Complaint Reporting to the MOECP**

In order to ensure the MOECP Regional Director is informed and has confidence that NextBridge is proactively resolving complaints, complaint information will be submitted with the annual compliance report to the Regional Director listing a summary of each complaint, date received, and the date resolved. The compliance report will also indicate the current status of complaints as either “Open” or “Resolved”. A report template is included in Appendix B.

# Complaint Resolution Form

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## *East-West Tie Line Transmission Project*

### COMPLAINT SUMMARY

Number:	Date Submitted:
Title:	Date Resolved:
Method of Submission:	Assigned To:

### COMPLAINANT INFORMATION

Name:	Address:
Phone:	Email:

### COMPLAINT DETAILS

Date:	Time:
Location:	
Description of Complaint:	

### CORRECTIVE ACTION

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### AGREEMENT ON COURSE OF ACTION

The undersigned agree that the subject complaint is adequately described herein and that the specified corrective action is appropriate.	
Complainant Signature: _____	Date: _____
NextBridge Signature: _____	Date: _____

### CONFIRMATION OF RESOLUTION

The undersigned agree that the subject complaint has been adequately resolved and that no further action is required.	
Complainant Signature: _____	Date: _____
NextBridge Signature: _____	Date: _____

APPENDIX B

## Complaint Report Template

	A	B	C	D
1	Date Submitted	Date Resolved	Status	Complaint Summary
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