

Grievance Mechanism

What is it and what is the goal?

The Grievance Mechanism is a process for assessing and resolving complaints from stakeholders if negative impacts of Projects' activities have occured. It applies to all activities and stages of the investments.

Its purpose is to provide the tools to address complaints and grievances in accessible, fair, effective and timely manner.

Is my data confidential and anonymous?

The grievance may be submitted anonymously. If personal data is provided, it will not be shared with others without written consent.

Offshore wind farm projects MFW Bałtyk I, II, III

What can be the subject of a grievance?

Complaints and grievances may relate to damages, injuries or concerns related to Projects' activities or observed incidents or violations.

Who and when can use it?

Any local stakeholder who is negatively affected by the Projects. A complaint or grievance can be made at any time.

Step 1 Grievance

Send the form:

- to the Company's address (MFW Bałtyk I, II, III),
- to e-mail: info@polenergia.pl.

Place in the box in:

- the Office of the Commune of Ustka or Słupsk,
- our Local Information Point in Łeba, Kościuszki St. 88.

Step 3 Process of the grievance

The handling process varies depending on the type of complaint, the initial assessment and the complexity of the case.

Step 5 Follow-up and monitoring

The investor shall implement the necessary mitigation measures included in the response.

Step 2 Registration

The investor will confirm receipt of the application.

Step 4 Result

The investor will communicate the outcome in a response. The timing of the response may be up to 25 working days from the date of notification, depending on the nature of the grievance.



Form	Date
Full name Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent	 I wish to raise my grievance anonymously. I request not to disclose my identity without my consent
Contact information Please mark how you wish to be contacted (mail, telephone, email)	 By Post: Please provide mailing address By Telephone: By E-mail
Preferred language for communication	Polish English
Description of Grievance What happened? Where did it happen? Who did it happen to? What are the consequences?	
Date of incident/grievance	 one time incident/grievance date happened more than once how many times? ongoing (currently experiencing problem)
What would you like to see happen to resolve the grievance issue?	
