

# LAKE MANITOBA LAKE ST. MARTIN

## OUTLET CHANNELS PROJECT

### Complaints Resolution Process

#### Questionnaire

#### General Information (Please provide your contact information)

\_\_\_\_\_

Name

\_\_\_\_\_

Community

\_\_\_\_\_

Mailing Address

\_\_\_\_\_

Phone Number

\_\_\_\_\_

Email

Do you wish to self-identify as an Indigenous Person in Canada, such as First Nations, Metis or Inuit?

Yes

No

Manitoba welcomes responses from all to this questionnaire, including Indigenous individuals. Manitoba remains committed to meaningful and respectful Crown-Indigenous Consultation with Indigenous groups.

In addition to your responses, your personal information is being collected to be able to contact you for follow up if needed. Your responses will be collected and used to help support the provincial and federal environmental assessment process for the Lake Manitoba and Lake St Martin Outlet Channels Project, and will inform the Crown-Indigenous Consultation process and project planning. Responses and information collected through this questionnaire will be protected by Manitoba Infrastructure but may be shared with other provincial and federal regulatory bodies to meet environmental regulatory requirements.

## Overview of Process and Questionnaire

The Complaints Resolution Process (the Process) presented during consultation and engagement is considered draft and will not be finalized until input is obtained from potentially-affected Indigenous groups and other stakeholders. The Process will be finalized once applicable feedback has been received, final design details are determined, and environmental regulatory approval conditions are available.

This questionnaire is intended to be completed after reviewing the Process. It is recommended that the report is read as a whole, so that sections or parts are not read out of context.

Manitoba Infrastructure has developed a process to manage Project-related complaints, should they occur. The Process, outlines the methods to receive and document complaints, manage records, and process tracking, as well as the process for complaint notification, investigation, and resolution. The Process will be in place during the construction and operation phases of the Project.

## Complaint Resolution Process

1. What potential Project-related issue are you most concerned about? Please select all that apply:

Groundwater Quality and Quantity

Noise and Vibration

Air Quality (e.g., Dust, Odour, Emissions)

Weeds

Other \_\_\_\_\_

Please explain why this issue concerns you most, and what Project activities it may relate to:

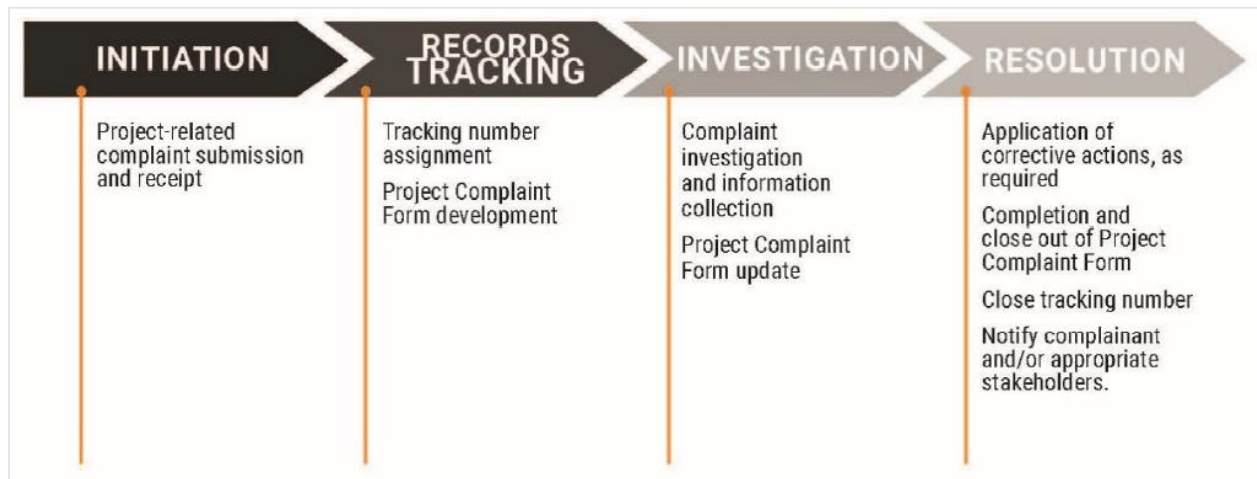
2. Figure 1 below illustrates the complaints resolution process which includes initiation of the complaint, records tracking, investigation and resolution. Do you feel this is robust enough to ensure a successful resolution to a complaint?

Yes

No

If no, explain what concerns you have with this approach:

**Figure 1: Complaint Response Protocol Diagram**



3. Which method of communication would you prefer to use if you had to lodge a Project-related complaint?

Email

Project website

Phone

Mail

No preference

4. How would you like to receive information on the status and/or resolution of a complaint?

Email

Mail

Phone

No preference

## Conclusion

5. Was the information in the Complaints Resolution Process presented in a manner that was easy to understand?

Yes

No

If no, please identify what information requires further clarification:

6. Do you feel that the Complaint Resolution Process represents another means of identifying unanticipated effects and provide a means to consider adaptive management opportunities (if required)?

Yes

No

If no, please explain:

7. Do you feel that the Complaint Resolution Process offers another way to provide additional feedback to Manitoba Infrastructure, in addition to consultation process, should Project activities influence or interfere with your traditional land and resource use?

Yes

No

If no, please explain:

8. Do you have any general comments or questions?

Yes

No

If yes, please explain:

***Thank you for your feedback.***