



COMPLAINTS PROCEDURE

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1	Chief Operations Officer	21 September 2022

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1 COMPLAINTS

Complaints and enquiries assist ACEN Australia in understanding community and stakeholder sentiment and opinion of our business and projects. We value feedback and recognise the importance it can have in helping ACEN Australia improve the way we engage and undertake business activities.

This policy sets out ACEN Australia’s approach to receiving, recording, investigating and resolving complaints in a transparent and timely manner. It also provides opportunity for issues to be resolved, before escalating. It is applicable across ACEN Australia’s projects in either development, construction or operations.

We encourage anyone to provide feedback and do not discriminate against anyone because of that person making a complaint.

1.1 Definitions

Not all interactions are necessarily complaints, but we find it important that these are captured (including positive feedback and interactions) to help maintain a true representation of community sentiment.

Term	Definition
Complaint	<p>Notice in any form or medium from a community member, stakeholder, group or institution to the business that they have suffered some form of offence, detriment, impairment or loss as a result of business activity and / or employee or contractor behaviour.</p> <p>Examples may include:</p> <ul style="list-style-type: none"> • A community member emails to complain of the level of dust experienced being a perceived impact of project activities • A community member calls to complain about the lengthy traffic delays experienced as a perceived impact of project activities • A community member writes complaining of unsafe work practices and behaviours from project contracting workforce • A local business owner writes to voice their concern regarding the lack of local business procurement opportunities with the project
Enquiry	<p>A general enquiry received from any person, organisation or stakeholder.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Requesting information regarding community investment programs • Employment or procurement opportunities • Notifications of, and invitations to, community events
Feedback	<p>Any feedback that may be considered positive, and therefore not a complaint.</p>

Grievance	A complaint that has been ongoing for some time and escalated to the point where it has not been able to be mutually resolved through ACEN Australia’s usual complaint resolution processes.
Incident	Distinct event caused by the business or project that may affect a community or any of its members, or conversely, is a distinct event caused by a community or any of its members that may affect the business or project, usually in a negative way. Examples may include: <ul style="list-style-type: none"> • Unauthorised destruction of a cultural heritage site • Unauthorised vegetation clearance

1.2 Recording of complaints

Complaints are recorded and tracked using ACEN Australia’s consultation registers. These registers record information such as stakeholder contact details, details and nature of complaints as well as investigation outcomes such as causes and corrective actions. Complaint registers are included in regular internal reporting in ACEN Australia. Where regulations require ACEN Australia to make publicly available a register of complaints, stakeholder personal details will be redacted.

1.3 Response times for complaints

We endeavour to resolve all complaints at first contact, However, there are some instances where this is not possible. We are committed to providing prompt responses and regular information back to you.

ACEN Australia aims to issue an acknowledgement of receipt of general complaints within two business days. Emergency related complaints will be escalated in accordance with project emergency procedure process where relevant. ACEN Australia endeavours to resolve complaints within seven days.

1.4 Handling of complaints

ACEN Australia handles complaints in accordance with the following steps:

1. Complaint received
2. Log known information into consultation register
3. Provide acknowledgment of receipt of complaint to stakeholder within two business days
4. If required, commence investigation
5. Determine and implement any corrective actions with accountable departments or contract delivery partners. ACEN Australia may contact third parties as part of this process.
6. Provide outcome or update back to stakeholder. ACEN Australia endeavours to resolve complaints within seven days.

7. If no resolution with stakeholder is reached, escalate to ACEN Management to continue engagement with stakeholder and implement additional corrective actions if required

1.5 Closure of complaints

A complaint is considered closed if it meets one of the following outcomes:

1. Confirmation from the complainant that they are satisfied with the outcome
2. The complainant advises ACEN Australia that they no longer wish to pursue the complaint
3. Despite ACEN Australia's best efforts, the complainant cannot be contacted
4. Despite ACEN Australia's best efforts, a mutually satisfactory outcome between ACEN Australia and the complainant cannot be reached. In this instance, the complaint may be escalated to a grievance (see Definitions section for more detail)

1.6 Information handling

Information collected by ACEN Australia for the purposes of managing complaints is done so in accordance with ACEN Australia's Privacy Policy, <https://acenrenewables.com.au/privacy-policy/>

2 HOW TO MAKE A COMPLAINT

To make a complaint, seek information, or provide feedback, refer to the Contact Us sections on each of our project websites.

Aquila Wind

Contact us page at www.aquilawind.com.au

1800 434 094

info@aquilawind.com.au

Birriwa Solar

Contact us page at www.birriwasolar.com.au

1800 290 995

info@birriwasolar.com.au

Jim's Plain and Robbins Island Wind

Contact us page at www.robbinsislandwind.com.au

1800 879 088

info@robbinsislandwind.com.au

New England Solar

Contact us page at www.newenglandsolar.com.au

1800 250 479

info@newenglandsolar.com.au

North East Wind

Contact us page at www.newind.com.au

1800 870 807

info@newind.com.au

Stubbo Solar

Contact us page at www.stubbosolar.com.au

1800 434 062

info@stubbsolar.com.au

Valley of the Winds

Contact us page at www.valleyofthewinds.com.au

1800 512 339

info@valleyofthewinds.com.au

ACEN Australia

Contact us page at www.acenrenewables.com.au

info@acenrenewables.com.au

2.1 Information to include when making a complaint

To help us investigate and resolve your complaint effectively, please provide us with the following information:

1. Your full name, address and contact phone number(s)
2. A description of your complaint
3. Any additional documentation or information that may support your complaint
4. How you would like your complaint to be resolved

2.2 What to do if you are not satisfied with the outcome of a complaint

You can make a complaint to the Australian Energy Infrastructure Commissioner. The Commissioner is an independent role appointed by the Australian Government, reporting to the Minister for Climate Change and Energy. The Commissioner may handle complaints from concerned community residents who live in proximity to proposed or operating wind farms, large-scale solar farms (5 MW or more), energy storage facilities such as large-scale batteries (1 MW or more) and new major transmission projects.

<https://www.aeic.gov.au/making-a-complaint>