



## Complaints and Grievance Procedure

### 1. Overview

The purpose of this document is to describe the procedure through which stakeholder complaints and grievances will be processed by Neoen Australia.

The objective of this procedure is to:

- Provide stakeholders an accessible mechanism through which to lodge complaints
- Ensure stakeholders are provided with a transparent, consistent and reasonable complaints process
- Effectively identify, assess, and monitor stakeholder complaints
- Ensure Neoen complies with all regulatory requirements with regard to complaints and grievances

### 2. Complaints process

The process for managing complaints and grievances involves a number of key steps including receiving, registering, responding to, and addressing complaints received by stakeholders. Neoen will aim to resolve all grievances within 14 days from the receipt of a complaint. However, when this is not possible, the complainant will be notified that additional time is required to resolve the issue.

#### **Step 1: Receive and register a complaint**

Complaints from stakeholders may be received through the following methods: verbally either in person or via telephone or in written form via electronic mail and/or postal mail.

To ensure an efficient and succinct process, a set of standardised information will be collected, recorded and filed. Where possible the stakeholder's name and contact details as well as a summary of the complaint should be collected. This information must then be recorded in the relevant project's customer relationship management (CRM) database. Stakeholders will have the option of lodging an anonymous complaint. These will be logged and reported with other complaints to facilitate continuous improvement.

#### **Step 2: Acknowledging complaints**

A complaint will be acknowledged by the authorised Project Manager (PM), within 24 hours of the complaint being submitted. This acknowledgement will be made via phone or email with any written correspondence dated and kept on file.



Acknowledgement will include: a summary of the complaint, the proposed investigation approach, and an estimated timeframe in which the stakeholder can expect to receive a response. The acknowledgement step also provides an opportunity to clarify issues relating to the complaint or a request for further information if required.

Where a complaint can be easily resolved or is better categorised as a request by stakeholder for additional information, it may be appropriate for the PM to immediately respond to the stakeholder.

### **Step 3: Investigating complaints**

The PM is responsible for ensuring all complaints are investigated and that all reasonable attempts to seek a resolution are made. The investigation may be delegated to an appropriate Neoen staff member. Accurate records of the investigation must be maintained including records of meetings, discussions and activities.

The investigation may involve:

- Site visits, particularly in the instance of reported property damage;
- Consultation with Neoen staff or contractors, including senior management when required;
- Acquiring monitoring data and evidence (e.g. for noise or dust complaints); and
- Contacting external stakeholders.

### **Step 4: Responding to stakeholder/complainant**

Following the investigation, the results, including details of the findings and proposed resolution, will be clearly explained to the complainant. In most circumstances, it will be at this stage that the complainant will determine if the resolution is satisfactory.

### **Step 5: Closing the complaint or grievance**

If the proposed resolution is accepted, the PM will close the complaint and make a file-note to this effect (recorded on the CRM). Formal written correspondence must also be issued to the complainant confirming that the resolution has been accepted and the complaint closed.

## **3. Alternative Route**

If a complainant is not satisfied with Neoen's investigation and proposed resolution, the complainant will be advised by Neoen that they have the right to contact a number of regulatory bodies such as Local Council, DEWLP, Wind Farm Commissioner or seek legal advice.