

Raising concerns



We are committed to open and transparent communication with our host communities and project stakeholders. Your feedback is important to us, and we encourage you to reach out with any questions, concerns, or complaints.

We manage all concerns and complaints in accordance with our Complaint Investigation and Response Plan (CIRP), which aligns with Queensland regulatory requirements. We welcome all feedback and take concerns seriously.

You can contact us via:

 Speak with us at community events or site visits.

 Free call **1800 846 980** during business hours

For urgent matters outside business hours, please leave a message, and we will respond as soon as possible.

 info@bungaban.com

 Bungaban Renewable Energy Hub
L19, 324 Queen Street
Brisbane, QLD, 4000

How we handle feedback and complaints

Our CIRP ensures that all concerns are handled in a fair, transparent, and timely manner.

Acknowledgment

We confirm receipt in a timely manner, dependent on whether the feedback is received in-person, or by phone, email, or mail.



Investigate and respond

We assess the nature of the concern and determine appropriate next steps.



Resolution

We aim to resolve concerns as quickly as possible, prioritising urgent matters.

Typical response timeframes:

Urgent issues (e.g., safety concerns, major service disruptions):

Immediate action where possible.

Other concerns requiring investigation:

Response within 3–7 business days, depending on complexity.

Escalation

Once we've looked into your concern, a member of our Community Engagement team will be in touch to talk through the outcome. If you still feel your concern hasn't been fully resolved, let us know. We can escalate it internally with leadership who will take another look. We'll keep you updated every step of the way.

Respectful communication

We believe that open and constructive conversations help us work together towards solutions. We are committed to treating all community members and project stakeholders with courtesy and respect, and we ask that the same consideration is extended to our team. Unacceptable behaviour, including aggressive or abusive language will not be tolerated.

If you need to take it further

We always encourage you to talk to us first, so we can work towards a resolution together. However, if you feel your concern still hasn't been resolved, you may choose to escalate it further through agencies such as the Australian Energy Infrastructure Commission, visit www.aeic.gov.au, or the Queensland Department of Environment, Science and Innovation, visit www.desi.qld.gov.au.