

Hillview Energy Hub Complaints Management Procedure

TagEnergy is committed to managing complaints with transparency and has developed the following procedure which outlines our process for receiving, investigating and resolving complaints.

Definitions

Complaint: an expression of dissatisfaction with the quality of an action taken, decision made, or service provided by TagEnergy (us) or our contractors.

Guiding principles

Our complaint management procedure is underpinned by the following principles:

1. Enabling complaints – stakeholders can make a complaint via multiple channels.
2. Responding to concerns – TagEnergy will take necessary steps to resolve complaints.
3. Learning and improving – TagEnergy will review complaints to understand issues and improve where applicable.

How to make a complaint

A person can make a complaint regarding the Hillview Energy Hub in a number of ways:

- Phone – By calling the Project's toll-free number 1800 931 994. This number is published on our website and is also promoted via Project flyers, brochures and newsletters.
- Email – send an email to info@hillviewenergyhub.com.au
- In person – to a representative of our Project team
- Mail – in writing, addressed to Hillview Energy Hub: Suite 402, 39 East Esplanade, Manly NSW 2095.

Best endeavours will be made to register and acknowledge complaints within 2 business days of receipt.

Responding to complaints

- On receipt of a complaint, TagEnergy will assess the nature of the complaint and form a view as to which staff person is best placed to respond and investigate.

- TagEnergy may contact the person making the complaint to collect more information to be able to fully assess the complaint. This information may include:
- Name and contact details of the person making the complaint
- Details of the issue, including if relevant, the time, location and nature of the issue being raised
- further characteristics of the issue being raised that are relevant to the investigation
- At this time, TagEnergy will also advise the person making the complaint as to when a response can be expected.
- TagEnergy will maintain the privacy of persons making a complaint and operate in alignment with relevant privacy laws and legislation.

Investigating complaints

- TagEnergy will endeavour to handle all complaints in a manner intended to lead to their effective resolution as quickly as possible. As such, the following assessment and investigation process will be carried out:
 - a suitably knowledgeable and qualified member of the team will conduct an initial investigation of the complaint and seek further advice from the person making the complaint if required.
 - a time frame will be communicated to the person making the complaint as to when we expect the issue to be resolved. Usually, we aim to conclude complaint investigations within 14 business days.
 - details of the complaint will be checked against internal company records, plans, stakeholder registers, relevant Standards and/or project conditions to determine if the complaint has merit.
 - a decision will be reached as to whether corrective action, if any, is needed to rectify issues raised.
 - The person making the complaint will be provided with an outcome, including any corresponding factual information and TagEnergy's position on the issue raised.
- It is also noted that some complaints may not require an investigation and may be considered an opinion, general enquiry or a request for further information. If this is the case, TagEnergy will endeavour to respond to the person making the complaint within 5 business days to advise that their complaint will not progress as such and the matter will be closed.

- Anyone making a complaint to TagEnergy can request feedback on the progress of their complaint by contacting the relevant staff member investigating the issue.
- Should a person who has made a complaint not be satisfied with the outcome of the complaint investigation, they can ask for their complaint to be escalated to the Project Director for further consideration.
- People making complaints can also opt to take their complaints to the Australian Energy Infrastructure Commissioner for further investigation.
- Once all investigations are completed and communicated to the person making the complaint, the complaint will be closed.

Roles and responsibilities

TagEnergy Project and Community Engagement team: receive and acknowledge receipt of the complaint, providing the person making the complaint with a timeframe for investigation and response. This staff member may then investigate the complaint in collaboration with other relevant team members when applicable.

Project Director: available to review complaints if the issue is complex and or the person making the complaint is unsatisfied with the initial response provided.

Accessibility

We understand that some people may require assistance in order to make a complaint.

The National Relay Service can be contacted using the information below:

- **Website:** relayservice.gov.au
- **Phone:** Relay Service Helpdesk 1800 555 660
- **TTY users:** 1800 555 630 and ask for 1800 340 340
- **Email:** helpdesk@relayservice.com.au

Remedies

In the event that we have made an error, TagEnergy will take steps to redress the situation.

Possible remedies include but are not limited to:

- An explanation of why the issue occurred and the steps taken to prevent it from happening again
- A reversal of a decision if possible, taking relevant circumstances into account.

- Providing the means of redress requested by the complainant.
- An apology to the person making the complaint.

Multiple complaints by a complainant

Multiple complaints from a single complainant within a short period of time or relating to the same topics will be treated as one complaint.

Unreasonable complaint conduct

Most complainants who lodge a complaint act reasonably and responsibly in their interactions even when experiencing distress, frustration and anger about their complaint. However, in a very small number of cases some complainants may behave in ways that are inappropriate and unacceptable towards our staff. When complainants behave in these ways we consider their conduct to be 'unreasonable'.

Unreasonable conduct is any behaviour by a complainant which, because of its nature or frequency raises health, safety, resource or equity concerns for the project, our staff, or other stakeholders.

We will generally manage unreasonable conduct and/or complaints by limiting or adapting the ways that we interact with complainants by restricting who they can contact and what issues can be raised with us. Complainants in this situation will be notified in writing that we consider their complaint conduct unreasonable and how we will manage their complaint going forward. If behaviour is significantly unreasonable, we will terminate all communications.

Reporting on performance

To measure our complaints performance, we measure the following key performance indicators:

- Number of complaints received
- Top issues recorded against complaint data
- Timeliness of responses provided against set response timeframes.
- Number of changes made to processes and procedures as a result of complaints.

Scope

This policy applies to Hillview Energy Hub project staff and contractors carrying out services on behalf of TagEnergy.