

# COMPLAINTS AND ENQUIRIES PLAN

This plan explains how you can request information (an enquiry), provide feedback, or lodge a complaint about the project. It also outlines what you can expect from us and how we will manage and respond to your enquiry or complaint.

## What You Can Expect

We're committed to the effective, fair, and timely management of enquiries, feedback and complaints. This means we treat any request seriously, impartially and will investigate and provide you with a response. If our response is anticipated to take longer than 2 days (in the case of an enquiry) or 21 days (in case of a complaint) we will let you know.

## Internal Review

If you are not satisfied with our response, you may request an internal review. This review will be conducted by a more senior team member who was not involved in the original response.

## Closing Enquiries and Complaints

We may consider a matter closed when:

- The requested information has been provided
- You confirm your enquiry or complaint is resolved
- Further investigation is unlikely to achieve a different outcome

## Respectful Behaviour

We will always treat enquiries and complaints with respect, fairness, and courtesy. However, if behaviour from external parties raises concerns about health and safety, resourcing, or fairness, either for the project team or other stakeholders, we reserve the right to close the matter and cease further correspondence.

## Process and Timelines

We will manage enquiries and complaints in line with the process and timeframes outlined above. Please note this process does not apply to project suppliers, government departments, or requests of a commercial nature.

