Complaints Handling Procedure

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1. Introduction

1.1 Purpose

This Complaints Handling Procedure establishes the framework by which BW ESS will receive, record, investigate and respond to complaints and enquiries relating to the Yanco Battery Energy Storage System (Yanco BESS).

The purpose of this Procedure is to:

- provide stakeholders with a clear and accessible mechanism for raising concerns;
- ensure complaints are managed consistently, fairly and transparently;
- support positive relationships with landowners, neighbours, community members and other stakeholders;
- identify opportunities to improve project performance and stakeholder engagement; and
- satisfy project commitments and applicable regulatory requirements.

For the purposes of this Procedure, the term *complaint* includes concerns, grievances, expressions of dissatisfaction and disputes relating to project activities, impacts or behaviours.

1.2 Guiding Principles

BW ESS is committed to managing complaints in accordance with the following principles.

Accessibility

Complaints may be raised free of charge through a range of accessible communication channels. Reasonable assistance will be provided where required to support participation in the process.

Transparency

The complaints handling process, expected timeframes and outcomes will be communicated clearly to complainants. BW ESS will keep complainants informed throughout the investigation and resolution process.

Fairness and Procedural Equity

All complaints will be considered objectively and consistently, without bias or discrimination, and with respect for all parties involved.

Confidentiality and Privacy

Personal information will be collected, stored and managed in accordance with applicable privacy requirements. Anonymous complaints will be accepted and assessed where sufficient information is available.

No Retaliation

Individuals who raise complaints will not be disadvantaged, penalised or subject to adverse treatment for doing so.

Timeliness

Complaints will be acknowledged, investigated and responded to within reasonable timeframes appropriate to the nature and complexity of the matter.

Continuous Improvement

Complaint trends and outcomes will be reviewed regularly to identify opportunities to improve Project performance, stakeholder engagement, mitigation measures and communication activities.

1.3 Scope

1.3.1 Application

This Procedure applies throughout all stages of the Project, including planning, construction, operation and decommissioning.

Complaints may be lodged by, or on behalf of, including but not limited to:

- local residents and community members;
- neighbouring landowners and occupiers;
- Traditional Owners and First Nations stakeholders;
- local businesses and service providers;
- community groups and organisations;
- local, State and Federal government agencies and representatives;
- emergency services; and
- project workers and contractors where complaints relate to external impacts of the Project.

1.3.2 Types of Complaints

A complaint is any expression of dissatisfaction relating to actual or perceived impacts arising from Project activities, behaviours or interactions that require assessment and response by BW ESS.

Complaints may include, but are not limited to:

- construction noise and vibration;

- dust generation;
- traffic and transport impacts;
- road safety concerns;
- access impacts;
- visual amenity impacts;
- environmental performance;
- property impacts;
- workforce or contractor behaviour;
- community health, safety or wellbeing concerns;
- stakeholder engagement and communication activities;
- compliance with Project commitments, approval conditions or management plans; and
- operational impacts associated with the Project.

1.3.3 Matters Not Covered

The following matters are generally outside the scope of this Procedure and will be managed through alternative processes:

- general enquiries and requests for information;
- feedback or suggestions that do not involve dissatisfaction or alleged impact;
- internal employment matters;
- procurement or tender-related matters;
- commercial or contractual disputes;
- issues unrelated to the Project; and
- matters subject to legal proceedings or statutory enforcement processes.

Where an issue falls outside the scope of this Procedure, BW ESS will explain the reason and, where appropriate, direct the individual to an alternative avenue.

1.4 Definitions

Term	Definition
Complaint	An expression of dissatisfaction regarding the Project, its activities, impacts or the conduct of Project personnel or contractors where a response or resolution is expected.
Complainant	An individual, group or organisation that raises a complaint relating to the Project.
Dispute	A complaint that remains unresolved following the standard complaints handling process and requires escalation or an alternative resolution pathway.
Enquiry	A request for information or clarification that does not involve dissatisfaction or an allegation of impact.
Escalation	Referral of a complaint to a higher level of management or an alternative resolution process where resolution cannot be achieved in the first instance.
Grievance	A formal complaint raised regarding actual or perceived impacts of the Project.
Investigation	A structured process undertaken to understand the nature, cause and extent of issues raised in a complaint.
Resolution	An agreed outcome or action that addresses the complaint in a fair and reasonable manner.
Stakeholder	Any individual, group or organisation with an interest in, or potentially affected by, the Project.

2. Governance and Responsibilities

2.1 Roles and Responsibilities

Role	Responsibilities
Community and Stakeholder Manager	Primary contact for complaints, coordination of investigations, stakeholder communication, complaints register management, reporting and close-out.
Construction Manager	Supports investigation of construction-related complaints and implements corrective actions and mitigation measures where required.
Environment Manager / Representative	Supports the investigation of environmental complaints and reviews monitoring data and compliance obligations.
HSE Manager / Representative	Supports investigation of complaints relating to health, safety and community risks.
Contractors and Subcontractors	Comply with the Procedure, notify BW ESS of complaints received directly and support investigations and corrective actions.
Project Team	Assist with investigations, provide information and support implementation of agreed actions.
Senior Management	Oversight of complaint trends, review of escalated matters and support of dispute resolution processes.

2.2 Community and Stakeholder Manager

The Community and Stakeholder Manager is the primary point of contact for stakeholders and is responsible for:

- receiving and acknowledging complaints;
- explaining the complaints process and expected timeframes;
- coordinating investigation activities;
- maintaining accurate complaint records;
- communicating progress and outcomes to complainants;
- identifying recurring issues and trends;
- coordinating reporting requirements; and
- supporting respectful, inclusive and culturally appropriate engagement.

Where appropriate, the Community and Stakeholder Manager may facilitate informal discussions to assist in resolving concerns before they escalate.

2.3 Unreasonable Complainant Conduct

BW ESS recognises that stakeholders have the right to raise concerns and expect those concerns to be considered fairly.

Where the conduct of a complainant becomes unreasonable due to its nature or frequency, and creates health, safety, resource or equity concerns for Project personnel, BW ESS may implement appropriate communication management measures while continuing to consider the matters raised.

Any management response will be proportionate, documented and consistent with relevant guidance and workplace health and safety obligations.

3. Complaints Lodgement and Contact Channels

BW ESS will maintain multiple channels through which stakeholders can lodge complaints, provide feedback or seek information.

3.1 Project Contact Details

The following contact channels will be available throughout construction and operation of the Project:

Telephone: 1800 329 172

Email: yanco@bw-ess.com

Website: yanco-bess.com.au

3.2 Telephone

Complaints may be submitted via the project telephone number.

Where a call cannot be answered, a voicemail service will be available and messages will be returned as soon as practicable.

3.3 Email

Complaints submitted by email will be monitored regularly and recorded in the project's complaints register.

3.4 Website

The project website will provide current project information, contact details and access to this Procedure.

3.5 In-Person Complaints

Complaints may be raised directly with project personnel during community meetings, stakeholder discussions, site visits or other engagement activities.

Any complaint received by project personnel will be forwarded to the Community and Stakeholder Manager for registration and management.

Anonymous complaints will be accepted; however, the Project's ability to investigate or provide feedback may be limited where insufficient information is provided.

3.6 Accessibility Support

Complainants who need an interpreter can contact the Translating and Interpreting Service (TIS National) and ask to be connected to the project telephone number. People who are deaf, or have a hearing or speech impairment, can contact the Project through the National Relay Service.

Complaints may also be made on a person's behalf by a family member, advocate or other representative.

4. Complaints Handling Process

4.1 Lodgement and Acknowledgement

Complaints may be lodged at any stage of the Project lifecycle through any of the channels outlined in Section 3.

Complaints may be submitted anonymously, noting that this may limit BW ESS's ability to investigate or provide feedback.

BW ESS will acknowledge receipt of complaints within two (2) business days.

Where the complaint cannot be resolved immediately, BW ESS will advise the complainant of the next steps and anticipated timeframes.

4.1.1 Receipt and Registration of Complaint

Complaints will be recorded in the Complaints Register.

Information recorded may include:

- complainant name;
- contact details;
- address or location;

- date and time the complaint was received;
- date and time of the incident;
- nature of the complaint;
- description of actual or perceived impacts;
- frequency of the issue;
- outcome sought by the complainant;
- supporting information provided;
- actions undertaken; and
- name of the person recording the complaint.

4.2 Assessment and Risk Categorisation

Complaints will be assessed to determine:

- severity of impact;
- urgency of response;
- potential safety implications;
- environmental risk;
- regulatory implications;
- reputational risk; and
- the appropriate management pathway.

Priority	Response Target	Example
Enquiry	Response within 2 business days. Resolve within 10 business days.	Request for information regarding construction activities.
Low	Response within 2 business days. Resolve within 10 business days.	Minor administrative issue or isolated concern.
Medium	Response within 2 business days. Resolve within 5 business days.	Noise, dust, traffic or communication-related complaint.
High	Immediate assessment and investigation. Response provided as soon as practicable.	Safety concern, alleged approval breach, environmental incident, property damage allegation or regulator involvement.

4.3 Investigation

Investigations will be proportionate to the nature and risk of the complaint.

Investigations may include:

- review of Project records and approvals;
- review of construction activities;
- consultation with contractors and specialists;
- review of environmental monitoring data;
- site inspections;
- consultation with relevant personnel; and
- engagement with the complainant to clarify issues and expectations.

Findings and recommended actions will be documented.

4.4 Resolution and Communication

BW ESS will seek to resolve complaints in a fair, reasonable and respectful manner.

Resolution measures may include:

- provision of information or clarification;
- corrective actions;
- mitigation measures;
- changes to work practices;
- additional monitoring; or
- referral to another appropriate process.

The complainant will be advised of:

- investigation findings;
- actions taken or proposed;
- implementation timeframes; and
- reasons supporting the outcome.

Where additional time is required, BW ESS will provide a progress update within the standard response period.

4.5 Escalation and Dispute Resolution

Where a complaint cannot be resolved through the standard process, or where the complainant is dissatisfied with the outcome, the complaint may be escalated for internal review.

Escalation options may include:

- review by senior management;
- facilitated discussions;
- mediation; or
- referral to an appropriate independent third party.

BW ESS will continue to keep the complainant informed throughout the escalation process.

4.6 Follow-up, Recording and Documentation

All complaints, investigations, actions and outcomes will be documented within the Complaints Register.

Follow-up may be undertaken to:

- confirm agreed actions have been completed;
- verify impacts have been addressed;
- identify any recurring issues; and
- support continuous improvement initiatives.

Complaint records will be stored securely and managed in accordance with applicable privacy requirements and BW ESS record management practices.

5. Monitoring, Reporting and Evaluation

5.1 Monitoring

BW ESS will monitor complaints data regularly to identify trends and opportunities for improvement.

Monitoring indicators may include:

- number of complaints received;
- complaint categories;
- recurring issues;

- complaint locations;
- response timeframes;
- resolution timeframes;
- escalation rates; and
- effectiveness of mitigation measures.

5.2 Reporting

Complaints information will be reported internally to support decision-making and risk management.

Reports may include:

- complaint statistics;
- key themes and trends;
- open and closed complaints;
- escalated matters;
- corrective actions; and
- emerging community concerns.

5.3 Evaluation and Review

This Procedure will be formally reviewed at least annually, or more frequently where required due to:

- changes in Project activities;
- changes in regulatory requirements;
- significant complaints or incidents; or
- lessons learned during construction or operation.

Outcomes of reviews will be used to improve the effectiveness of complaint management and stakeholder engagement activities.

Appendix A: Complaints Handling Process Flowchart

