

Pottinger Energy Park

Complaints Handling Policy

Purpose

Pottinger Energy Park takes complaints seriously and is committed to acknowledging, investigating, and resolving complaints in a timely, fair, and respectful way.

This document sets out our commitment to the public regarding the management and resolution of complaints. It is made available on our website.

Scope

This policy applies to complaints about Pottinger Energy Park activities and impacts across development, construction, and operations (including wind turbines, solar, battery, traffic, noise, dust, land access, environment, community engagement, and staff/contractor conduct).

Definition of a complaint?

A complaint is an expression of dissatisfaction made to or about Pottinger Energy Park. The complaint may refer to Pottinger Energy Park's services, operations, staff or contractors or the handling of complaints. A complaint requests a response or some form of resolution.

We respectfully request complainants to clarify that they are lodging a complaint rather than an enquiry.

Who can make a complaint?

We acknowledge that anyone has a right to lodge a complaint. Pottinger Energy Park will manage complaints received a timely, fair and respectful way.

Principles

We will manage complaints:

- Respectfully, objectively, and efficiently.
- Accessibly (multiple contact methods).
- Confidentially (personal information protected; public reporting anonymised).
- Transparently (clear steps, clear outcomes, clear timeframes).

How to lodge a complaint

You can lodge a complaint in the following ways:

- Telephone: 0428 208 795. Please note this is an answering service and we will call you back after we receive your message.
- Email: community@someva.com.au
- Post: Pottinger Energy Park Complaints, Level 8, 16 Spring Street, Sydney NSW 2000.
- In person: by contacting us and making an appointment.
- Via the Project-specific website (<https://www.somevarenewables.com.au/project/pottinger/>) which includes a current email contact and phone number.

We encourage anyone making an urgent complaint to use the phone number in the first instance.

What information to include in your complaint

- Your name and preferred contact details.
- Location (address/GPS or nearest road/property).
- What happened (and who was involved, if relevant).
- Date and time of the issue, and whether it is ongoing.
- Any supporting information (photos/video where safe to obtain).
- The outcome you are seeking.

For noise-type complaints, it is helpful to also provide:

- Description of the noise/impact.
- Time and date.
- Duration.
- Weather conditions (e.g., wind direction/speed if known).

What we do when you lodge a complaint

Where your complaint is made by phone, email or via the website, we'll ensure we provide an initial response by the following working day.

If your complaint is received by post with no email or phone contact details supplied, we will provide a written response within five working days.

If we are unable to resolve your complaint in our initial response, we will provide a proposed resolution or progress update within five working days. You can also contact us to check how your complaint is progressing at any time.

We are committed to resolving all complaints promptly. However, some complaints are complex and may take longer than five days to resolve. We will contact you if further investigation is needed and we will keep you informed regarding the progress of your complaint.

The way in which we respond to your complaint and the time taken for our response may vary. For example, if you engage legal representation to handle your complaint, we may need to do the same prior to sending our response.

In all instances, we will let you know the results of our investigations and how we propose to resolve your complaint. We will aim to include the following in our response:

1. What actions we have taken.
2. A summary of the outcome.
3. The reasons behind any decisions made.
4. Any remedy or resolutions offered.

We will request feedback from you on whether you consider your complaint has been satisfactorily resolved. Depending on your feedback we will close your complaint. If no response is received from you within 10 working days, or we deem there is nothing further we can do to resolve the complaint, the complaint will be closed, and we will communicate this resolution to you.

Our internal complaints handling process

This policy articulates three stages: early resolution, internal review and escalation, and conciliation and closure, summarised here:

Level 1: Early resolution – Pottinger Energy Park aims to resolve most feedback at this level. Feedback received is assigned to a Case Manager, who contacts the complainant, resolves the matter and responds to the feedback.

Level 2: Internal review and escalation – if the complainant does not consider the feedback to be resolved they may request in writing to escalate its resolution. At this level the case manager may use alternative resolution techniques or appoint an independent third party to assist.

Level 3: Conciliation and closure – at this level, Pottinger Energy Park may refer the matter to an independent body for consideration, such as the Office of the National Wind Farm Commissioner, or Tribunals and Courts.

Principles of Resolving Complaints and Respectful communication

The Proponent's Community Complaints and Feedback Policy is applicable to all community members about all aspects of the Project. This policy includes numerous commitments based on best practice principles outlined in the Australia and New Zealand 10002:2014 Guidelines for Complaint Management in Organisations.

Pottinger Energy Park commits to do the following:

1. Address issues before they become a potential area of complaint.
2. Promote a culture that respects the rights of community members to lodge complaints and feedback in relation to our work.
3. Ensure that the channels to provide complaints and feedback to Pottinger Energy Park are clearly communicated to members of the community.
4. Respond to feedback promptly and provide updates to complainants during the process, in adherence with the timeframes in our Community Complaints and Feedback Framework.
5. Act transparently in our dealings with complainants and enquirers, by managing feedback in an equitable, objective and unbiased manner.
6. Achieve consistent, prompt and highly effective feedback and complaint handling, through clear communication and high staff awareness of the process.
7. Empower and enable frontline staff to resolve issues quickly.
8. Continually improve the complaint and feedback management process by monitoring and reviewing our actions at regular intervals, as outlined in our Community Complaints and Feedback Framework.

All parties are expected to communicate with courtesy and respect. Communication that is offensive, abusive, or threatening may result in steps such as:

- Requesting written-only communication;
- Removing abusive content from records;
- Stopping responding to abusive communications;
- Stopping handling of the complaint; or
- Escalation to management and/or relevant external agencies (including police), where appropriate.

Escalation options (if you are not satisfied)

In the event you feel that Pottinger Energy Park has not satisfactorily dealt with your complaint, the following points of escalation are available.

- Office of the Australian Energy Infrastructure Commissioner
 - Website - <https://www.aeic.gov.au/>
 - Email - aeic@aeic.gov.au
 - Post - National Wind Farm Commissioner, PO Box 24434, Melbourne VIC 3001
 - Telephone – 1800 656 395
- NSW Department of Planning, Housing and Infrastructure Compliance Team
 - Phone - 1300 305 695
 - Website - <https://www.planning.nsw.gov.au/assess-and-regulate/compliance>
 - Email – compliance@planning.nsw.gov.au
- Environmental Protection Authority (EPA)
 - Website - <http://www.epa.nsw.gov.au/>
 - Environment Line phone – 131555

Preferred Pottinger Energy Park contacts (Someva Renewables)

Channel	Details
Phone	0428 208 795
Email	community@someva.com.au
Online	www.somevarenewables.com.au/pottinger
Post	Level 8, 16 Spring Street, Sydney NSW 2000
In person	By appointment (please contact the team to arrange)

Alternative project contact (AGL)

Channel	Details
Phone	1800 039 600
Email	AGLCommunity@agl.com.au

Complaints Register

In accordance with Development Consent Pottinger Energy Park (SSD-59235464) Part C – Access to information C15 (a) (viii) it is a requirement for us to record all complaints in a Complaints Register. Your privacy is very important to us and your information will be kept confidential. An anonymous version of this Complaints Register is available on our website. It is updated monthly. Pottinger Energy Park takes privacy seriously.

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