

MREH Complaint Investigation & Response Plan

Melton Renewable Energy Hub



Earlier representative render of the Site

**PLANNING and ENVIRONMENT ACT
MELTON PLANNING SCHEME**

**INCORPORATED DOCUMENT
Melton Renewable Energy Hub**

ENDORSED PLAN

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Signed  for
MINISTER FOR PLANNING

Date: 12 July 2023

Document Originator Company Name: Equis Australia Management Pty Ltd
Revision: C.4

Revision	Update	Details	Date
A.0	Major	Sean - First Draft	24/02/2023
A.1	Major	Domenica – Draft Reformatted	11/03/2023
B.1	Moderate	Sean - Cross Referenced	15/03/2023
B.2	Moderate	Domenica – Amendments	23/03/2023
C.3	Moderate	Sean – Cover Page	29/03/2023
C.4	Minor	Liz – Minor Amendments	09/06/2023

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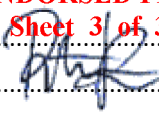
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Abbreviations and definitions

Abbreviation	Meaning
BESS	Battery Energy Storage System
CEM	Community Engagement Manager
CIRP	Complaint Investigation and Response Plan
Complainant	An organisation, community member or person who lodges a formal complaint, this includes any representatives of these groups (e.g., clients, customers and consumers).
Complaint	Is a formal request to state that something, related to the staff, project construction, development or planning of the MREH Project is unsatisfactory or unacceptable
Complaints Register	A management system that is used to track what complaints have been received and are being managed, including a timeline of the process (the form of which is set out in Appendix 3).
DTP	Department of Transport and Planning
Enquiry	Arises when a stakeholder wants to know more about the project.
EPA	Environmental Protection Agency
Equis	Equis Australia Management Pty Ltd
MREH	Melton Renewable Energy Hub (an energy storage precinct located 25km northwest of Melbourne's commercial business district)
SRM	Stakeholder Relations Management System
TTY	Telephone Typewriter

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1. Introduction

1.1. Purpose

This Complaint Investigation and Response Plan (**CIRP**) sets out the process for effective and consistent handling of any complaints received by external stakeholders, interested parties, and members of the public in relation to Equis' Melbourne Renewable Energy Hub (**MREH**) project.

It will form part of the Incorporated Plans under the MREH Incorporated Document adopted in April 2021 (**Incorporated Document**). It applies to all staff and contractors associated with MREH and must be implemented throughout the construction phase and operational life of MREH across all aspects including (but not limited to):

- Construction impacts (e.g: noise, waste/litter)
- Traffic impacts (including dust)
- Hazard management
- Environmental impacts
- Compliance

It has been prepared in accordance with the 'International Organization for Standardization (ISO)10002:2018' and the 'Australian/New Zealand Standard AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations' and will be submitted to the Minister for Planning for endorsement.

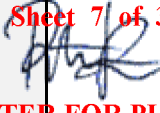
Once endorsed by the Minister, it will be available on the [MREH](#) project page website and online [Ehub](#) engagement project page.

1.2. CIRP overview

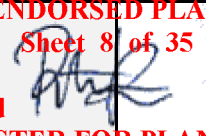
The below table outlines the complaints conditions of the Incorporated Document (Conditions 21-26) and how these conditions are addressed via this CIRP.

Table 1: Incorporated Document conditions and how they will be addressed.

Requirement	Condition	Condition Requirements	CIRP Response (and relevant sections)
Complaint Investigation and Response Plan	21	Before development starts, including the removal of native vegetation, a Complaint Investigation and Response Plan (CIRP) must be submitted to, approved and endorsed by the Minister for Planning. Once endorsed, the CIRP will form part of the incorporated plans for this document.	This plan is submitted to the Minister for Planning for approval and endorsement.
	21(a)	Respond to all aspects of the construction and operation of the facility.	See Sections 2.4, 3.3, 3.4, 3.7, 3.11. This CIRP applies to all staff and contractors associated with MREH and


Requirement	Condition	Condition Requirements	CIRP Response (and relevant sections)
Complaint Investigation and Response Plan		<p style="text-align: center;">PLANNING and ENVIRONMENT ACT MELTON PLANNING SCHEME</p> <p style="text-align: center;">INCORPORATED DOCUMENT Melton Renewable Energy Hub</p> <p style="text-align: center;">ENDORSED PLAN Sheet 7 of 35</p> <p style="text-align: center;">Signed  for MINISTER FOR PLANNING Date: 12 July 2023</p>	<p>will be implemented throughout the construction phase and operational life of the facility.</p> <p>The CIRP applies to all aspects of MREH, including but not limited to:</p> <ul style="list-style-type: none"> • construction impacts (e.g., noise, waste/litter). • traffic impacts (including dust). • hazard management. • environmental impacts; and • compliance. <p>Complaints can be lodged verbally or in writing (by phone, mail, email or in person), and will be responded to within 3-5 working days of being lodged. Our toll-free number will be provided for the life of MREH for queries or complaints.</p> <p>Ph (toll free): 1800 161 249. Email: AUProjects@equis.com</p>
	21(b)	Be prepared in accordance with Australian/New Zealand Standard AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations.	<p>See Sections 1.3, 3.2, 3.3, 5.1, 5.3 and Appendix 4.</p> <p>All concerns will be addressed in an equitable, objective, respectful and unbiased manner, and in accordance with AS/NZS 10002:2014, AS/NZS 10002:2018, and AS/NZS 10002:2022</p>
	21(c)	Include a process to investigate and resolve complaints (different processes may be required for different types of complaints), including complaints from the Air Traffic Controller (ATC) at Melbourne Airport to ensure compliance with condition 65.	<p>See Sections 3.1-3.12 and 4.3.</p> <p>The complaint process involves taking direct action to resolve the complaint and referring the complaint to the relevant staff to investigate.</p> <p>Complex investigations should be completed in 30 calendar days, with regular updates until the investigation is closed. If the process takes longer than this, the complainant will be notified and provided with further options.</p> <p>If the complaint is unable to be resolved, it will be escalated to the Project Director for further investigation. Complainants will be informed about other options and courses of action.</p> <p>Complaints from the Air Traffic Controller</p>

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INCORPORATED DOCUMENT Melton Renewable Energy Hub		CIRP Response (and relevant sections)
Requirements	Condition Requirements	
ENDORSED PLAN Sheet 8 of 35  Signed for MINISTER FOR PLANNING Date: 12 July 2023		(ATC) at Melbourne Airport will be investigated and resolved to ensure compliance with condition 65 of the Incorporated Document (see Section 3.8 for further details).
	22	<p>The endorsed CIRP must be implemented to the satisfaction of the Minister for Planning.</p> <p>We will work closely with the Minister's office to ensure our CIRP is implemented in accordance with the Minister's requirements.</p>
Publishing Information about Complaints Handling	23	<p>See Sections 1.1 and 2.4.</p> <p>Once endorsed, a copy of this CIRP will be available to the public through the facility project website, the online Ehub, and at the site entrances to ensure accessibility and transparency.</p>
	23(a)	<p>See Sections 1.1 and 2.4.</p> <p>Once endorsed, a copy of this CIRP will be made readily available on the facility project website and our online engagement platform.</p> <p>Website: AUProjects@equis.com</p>
	23(b)	<p>See Sections 1.1 and 2.4.</p> <p>Our toll-free number and email contact will be available for the life of MREH for any queries or complaints which will be referred to the facility operator.</p> <p>Ph (toll free): 1800 161 249.</p> <p>Email: AUProjects@equis.com</p> <p>Calls will go to the facility operator from Monday to Friday, 8.45am-5pm. At all other times, calls will be directed to the afterhours voicemail service.</p>
Complaints Register	24	<p>See Sections 2.4, 3.4, 3.5, 4.2 and Appendix 3.</p> <p>Equis' Complaints Register includes: complainant's name, address and contact details, the outcome sought, location of complaint, time, and</p>

Requirement	Condition	Condition Requirements	CIRP Response (and relevant sections)
Complaints Register			<p>environmental conditions.</p> <p>The online EHub continues to record ongoing client notes and uploads any supporting documents that are included.</p>
	24(a)	The complainant's name and address (if provided).	<p>See Section 3.2, 3.4, 3.5 and Appendix 2.</p> <p>The complainant has various options to provide their personal details, which will be recorded through the complaint register and Ehub in accordance with Equis' Privacy Policy.</p> <p>If there are specific communication barriers, a free interpreter or telephone typewriter (TTY) can be arranged. Our online engagement platform Ehub has inbuilt language features so information can be gathered and imparted in various languages.</p> <p>Face to face meetings and online meetings can also be arranged.</p> <p>The above information will be kept confidential if the complainant requests for this information not to be shared.</p>
	24(b)	The receipt number for each complaint, which must be communicated to the complainant.	<p>See Sections 2.1, 3.1, 3.4, 3.5, 3.7 and Appendices 1 and 2.</p> <p>A unique complaint identifier number will be allocated to each complaint. This identifier number will be emailed to the complainant within 24 hours (or the next business day where the 24-hour period falls on a weekend or a public holiday) of lodging their concern.</p> <p>The complainant must quote the identifier number when following up on the status of their complaint. Staff must use it to record all ongoing note entries for that complaint.</p>
	24(c)	The time and date of the incident, and operational conditions at the time of the incident.	<p>See Section 3.4, 3.5, Appendices 1 and 2.</p> <p>The date and time of the incident will be documented. The operational conditions will be addressed at the time of the complaint.</p>



Requirement	Condition	Condition Requirements	CIRP Response (and relevant sections)
	24(d)	A description of the complainant's concerns.	<p>See Section 3.5, Appendices 1 and 2.</p> <p>Clear descriptions of the complainant's concerns and the outcomes they are seeking will be recorded in the Complaints Register. The complainant will receive regular updates on the progress of their complaints until the investigation is closed.</p> <p>The complainant will be encouraged to raise concerns around any actions, decisions, or services they are not happy with, and to provide reasons why. If not satisfied with the response, they will be provided with further information on how to escalate their complaint.</p>
<div style="border: 2px solid red; padding: 5px; text-align: center;"> <p>PLANNING and ENVIRONMENT ACT MELTON PLANNING SCHEME</p> <p>INCORPORATED DOCUMENT Melton Renewable Energy Hub</p> <p>ENDORSED PLAN Sheet 10 of 35</p> <p>Signed  for MINISTER FOR PLANNING Date: 12 July 2023</p> </div>			
Complaints Register	24(e)	The process for investigating the complaint, and the outcome of the investigation, including the actions taken to resolve the complaint.	<p>See Sections 3.1-3.11, Appendices 1 and 2.</p> <p>Complainants will receive a unique complaint identifier number via email within 24 hours (or the next business day where the 24-hour period falls on a weekend or a public holiday) of lodging their concern, to acknowledge receipt of their complaint.</p> <p>The complaint process involves taking direct action to resolve the complaint, referring the complaint to the relevant staff to investigate, declining to deal with a complaint where the complainant has a right to a statutory review of their complaint, and referring the complaint to a relevant internal or external team (as suitable).</p> <p>If the complainant is not satisfied with the response, we will refer it to the relevant team or Senior management to investigate.</p> <p>If complainants are still not happy, their complaint will be referred to an external party for mediation or further investigation.</p>
	25	All complaints received must be recorded in the Complaints Register.	<p>See Section 2.4, 3.4, 3.5, Appendices 1 and 3.</p> <p>All complaints will be recorded in the</p>

Requirement	Condition	Condition Requirements	CIRP Response (and relevant sections)
			Complaints Register.
	26	The complete copy of the Complaints Register must be provided, along with a reference map of complaint locations, to the Minister for Planning on each anniversary of the date of this Incorporated Document and at other times on request.	<p>See Section 5.1 and Appendices 3 and 6.</p> <p>A map will be prepared which displays the complaint locations. Each location will then be mapped into an overarching map and be provided to the Minister annually or as requested (via a linked file in the Complaints Register).</p>

1.3. Referenced Documents and Legislation

This CIRP has been developed to satisfy the following applicable legal and corporate requirements:

- Incorporated Document Conditions 21-26
- ISO 10002:2018 – Guidelines for Complaint Management in Organizations
- AS/NZS 10002:2022 – Guidelines for Complaint Management in Organizations
- *Privacy Act 1998* (Cth)
- *Public Interest Disclosures Act 2013* (Cth)
- Equis Australia Complaints Policy
- Equis Australia Privacy Policy

1.4. About Us

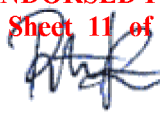
At Equis, we are driven by the opportunity to sustainably transform Australia’s energy landscape ‘together’ and leave a positive legacy for future generations. Committed to using innovative, responsible and sustainable practices to help Australia reach a carbon free future, we boast a track record of developing and delivering lasting, renewable energy projects that provide sustainable benefits.

Since 2010, we have developed over 220 renewable projects, totalling over 17GW across Asia Pacific. We are developing a portfolio of battery, renewable and environmental projects across Victoria, New South Wales, Queensland, South Australia and Tasmania.

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Our Values

Our values guide us in everything we do.



Reliability

We will continue to be a reliable, trusted developer, delivering complex projects on time and on budget.



Integrity

We stand by our word and operate with integrity in everything we do.



Sustainability

We drive innovation through responsible and sustainable practices that deliver long-term success.



Partnerships

We align our vision to the needs of our investors, landholders, communities and stakeholders.



Commitment

We are committed to ensuring long term investment into the stability and self-sufficiency of Australia's energy market.

2. Lodgement of Enquiries and Complaints

2.1. Principles

Our complaints process has been designed to ensure that:

- Complainants' data is kept confidential and secure.
- Complaints are processed in a timely, objective and fair manner.
- No detriment is caused to a complainant as a result of a complaint being lodged.
- Our complaints systems will be accessible, visible, transparent and free.
- Complainants are advised of all their options throughout the complaints process.

Of note, this CIRP largely refers to 'complaints' – however, it applies to both complaints (i.e., where a stakeholder is dissatisfied with aspects of the project or the impacts of the project on them) and enquiries (i.e., where a stakeholder wants to know more about the project). The only material difference between how complaints and enquiries are managed is that complaints will be allocated a 'unique complaint number' whereas enquiries will not (see Sections 3.4 and 3.7 for further details on unique complaint numbers).

2.2. Communication

To make sure that no complainants are disadvantaged, information will be provided in plain English, or preferred language, and in different formats so it is accessible to all. This information will include details on:

- How and where complaints can be made.
- The information to be provided by the complainant and how it will be used.
- The process for handling complaints.
- Time periods associated with various stages in the process.

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- The complainant's ability to propose alternative options
- How the complainant can obtain feedback on the status of the complaint. [Complaint Hub](#)

2.3. Accessibility

We will seek to identify any specific communication needs or barriers, and advise complainants that we can assist them by:

- using an assistance service, such as an interpreter or TTY (free of charge)
- communicating verbally if the complainant has trouble reading or writing
- communicating with another person acting on their behalf (with the complainant's consent) if they cannot make a complaint themselves

2.4. Contact Us

We value complaints and encourage complainants to contact us when they have a concern regarding one of our projects. We strive to make the complaints process fair, easy, and transparent. We treat every complaint individually, applying our complaints policy, procedures, and processes (outlined in this CIRP) to all complaints. We will ensure the complaints system is accessible to everyone and will support people when they make a complaint as required.

This CIRP will be implemented before construction commences and will be maintained throughout the construction phase and operational life of the MREH project.

A variety of methods will be used to ensure that stakeholders are aware of how to contact us, provide feedback or lodge a complaint. The following information will be dispersed to community members preconstruction via the project website and on signage around the site entrances. We will also provide information via our website, online engagement platform, email, newsletters, and FAQs.

- Where, when and how complaints can be made.
- When the lodged complaint will be acknowledged.
- Information required to be included within the complaint.
- The process and timelines for a lodged complaint.
- Contact details for any relevant authorities (e.g., Melton City Council, EPA, DWELP).

We will be open and transparent about the complaints we have received, and what can be done to resolve them. We analyse complaint data to identify trends and potential issues that need attention. We use this information to come up with solutions and improve our work and processes wherever possible.

To ensure an efficient process, a set of standardised information will be collected and recorded in a Complaints Register each time a complaint is lodged (see Appendix 2 and 3).

Contact details are set out in the below table (Table 2).

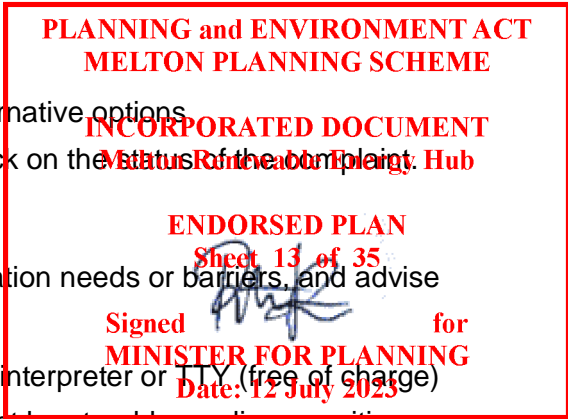


Table 2: Contact Details

Contact Us	
In Person	Ground Floor, 36 Esplanade Brighton, Melbourne VIC 3186
Telephone	MREH Equis hotline number is 1800 161 249 . This is a toll-free number serviced by staff 24 hours each day.
Email	AUProjects@equis.com
Register on our online engagement platform	equis.engagementhub.com.au/contact us https://equis.engagementhub.com.au/mreh
Website	https://www.equis.com.au/contact

3. Managing Enquiries and Complaints

EQUIS Complaints Management Framework

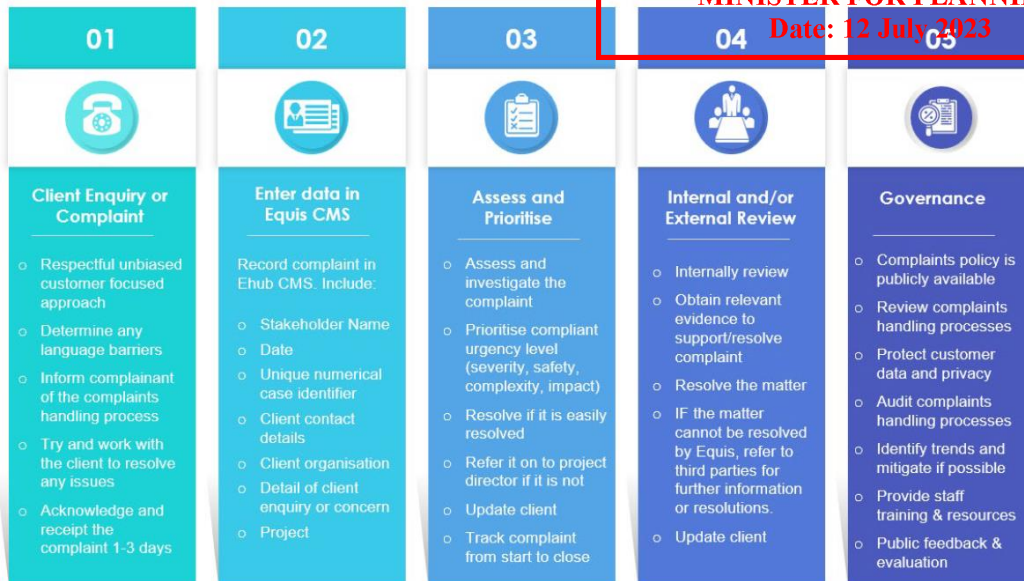


Figure 1: Equis Complaints Management Framework

3.1. General Principles

When managing complaints, we will aim to:

- acknowledge each complaint or enquiry in a timely way;
- manage each complaint in an objective, unbiased and equitable manner;
- manage information in line with relevant privacy laws and ethical obligations; and

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- communicate policies, procedures and decisions to complainants and staff.

3.2. Confidentiality, Privacy and Fairness

We require detailed complaint information to investigate and resolve complaints. At times we may be required to share this information with other parties, however, we will only do so with the complainant's consent.

Equis staff and contractors will:

- Keep complaint information confidential and secure.
- Comply with all relevant privacy legislation including the *Privacy Act 1988* (Cth).
- Not release information to third parties without complainant authorisation.
- Protect the identity of persons dealing with complaints and only release minimal information (such as first name) to the complainant.
- Protect and not share publicly the complainant's personal information such as:
 - date of birth;
 - physical health, mental health, or disabilities;
 - phone numbers; and
 - addresses (email and physical).
- Identify and contact each party (where multiple parties are involved), to include representatives from each party and work together towards a suitable process and outcome.
- Remove any personal information if we publish complaint data (providing appropriate consents to use this information have been granted).



3.3. Roles and Responsibilities

This CIRP will be implemented before construction commences and will be maintained throughout the construction phase and operational life of the MREH project.

Equis will administer this CIRP for the purpose of the MREH project in accordance with 'AS/NZS 10002:2014' and 'AS/NZS 10002:2022 – Guidelines for Complaint Management in Organisations' as issued by the Minister for Planning.

The MREH project and engagement team will manage any complaints received throughout the planning, design, and construction phases. During construction, a complaint may be directed to the site manager to resolve certain issues (such as dust concerns).

The systems and processes outlined in this CIRP will be maintained by Equis for the duration of the operation of the MREH project.

There will be regular communication between complainants, stakeholders and Equis to ensure that complainants' requirements and expectations are managed. Complainants shall be instructed about the overall process of a complaint, including timeframes, their input in the process when required, and the outcome of their complaint.

MREH Complaints Roles

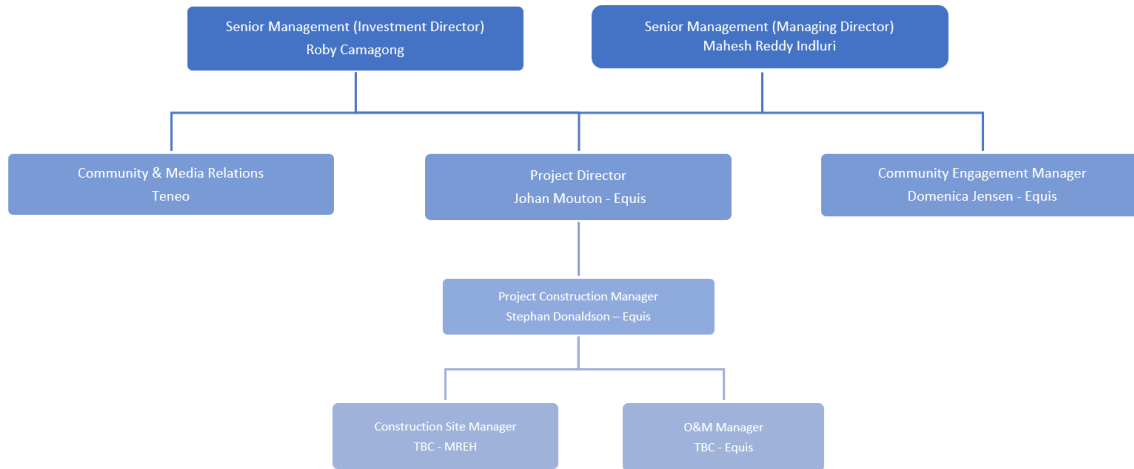


Figure 2: Equis Complaints Roles

The roles of key members involved within the complaints management process and its implementation are outlined in the table below (Table 3).



Table 3: Roles and Responsibilities

Job Title	Organisation	Responsibilities
1800 call staff	Office HQ	Record the nature of the complaint and notify Equis' Community Engagement Manager of the complaint immediately via email. <i>Signed [Signature] for</i>
Community Engagement Manager	Equis	Receive, manage, record and respond to complaints that are received from the community, business and third parties. Ensure transparency, equity, timeliness, and fairness through the complaint process. Work closely with legal and IT to ensure the complaint process and management of personal information is compliant with ISO and legislative standards noted in CIRP Section 1.3.
Construction Site Manager	MREH	Record and pass on any complaints to the Community Engagement Manager, may liaise with the complainant, if appropriate.
Operations & Maintenance Manager	O&M Manager Equis	Record and pass on any complaints to the Community Engagement Manager, may liaise with the engagement team and complainant, if appropriate.
Equis Employees	Equis	Record and pass on any complaints to the Community Engagement Manager to respond. Equis employees are not to respond to any complaints or media inquiries
Community and Media Relations	Equis/Teneo	May liaise with the complainant, if appropriate. Responsible for media responses.

3.4. Overview of the Complaints Process

1. Complaints are received, clarified and registered

A complaint is received (by phone, email, online, or in person). The complainant's name and contact details, date, time and nature of the complaint, any relevant property details and prevailing environmental conditions, are recorded. This data is entered directly into Equis' secure Stakeholder Relations Management (**SRM**) system Ehub, or via Equis' Complaints Form (see Appendix 2) which is then transferred to the Ehub. See Section 3.5 for further details.

2. A unique complaint identifier number is allocated

Each complaint will be allocated its own unique identifier number that is to be used as a reference for all correspondence pertaining to that complaint. This number is to be communicated to the complainant.

3. Details provided to the community engagement team

The person receiving the complaint provides details of the complaint to the Community Engagement Manager appointed by Equis who will provide the initial response to the complainant, clarify issues relating to the complaint and request further information, if required. The engagement team will provide the complainant with further information about the approach that will be taken to investigate the complaint, and an estimated timeframe in which the complainant can expect to receive a response.

4. Communication recorded on Ehub

The complaint is recorded in Equis' electronic Complaints Register (in word, excel and

on Ehub tasks), with clearly notes tasks and who will respond and by when. MREH will have its own complaints folder that includes the CIRP, stakeholder enquiry/complaint forms and Complaints Register.

5. Complaints are acknowledged

The Community Engagement Manager shall acknowledge receipt of a complaint within 3-5 working days. Online complaints will receive an automated acknowledgement.

6. Resolution

The complaint will be resolved at first point of contact wherever possible.

7. Investigate the complaint

Where an investigation is required prior to responding to the complainant, the Community Engagement Manager (or other nominated person relevant to the complaint) will be responsible for leading the investigation process. See Section 3.6 for further details.

8. Complex complaints may be escalated

In some complex cases the complaint shall be investigated and assessed then escalated to senior management in order to minimise the impact on affected parties. Complex assessments may take longer if they require site visits, relate to property damage, require advice from external consultants, or require ongoing monitoring data. Throughout this time, the designated Complaints Manager will keep the complainant up to date throughout the process via the stakeholder's preferred communication channel. See Section 3.10 for further details.

9. Timely response

Where possible, complaints should be responded to, and successfully resolved where possible, within 3-5 working days. All complex complaints are to be internally reviewed and responded to within 30 calendar days.

10. SRM Documentation

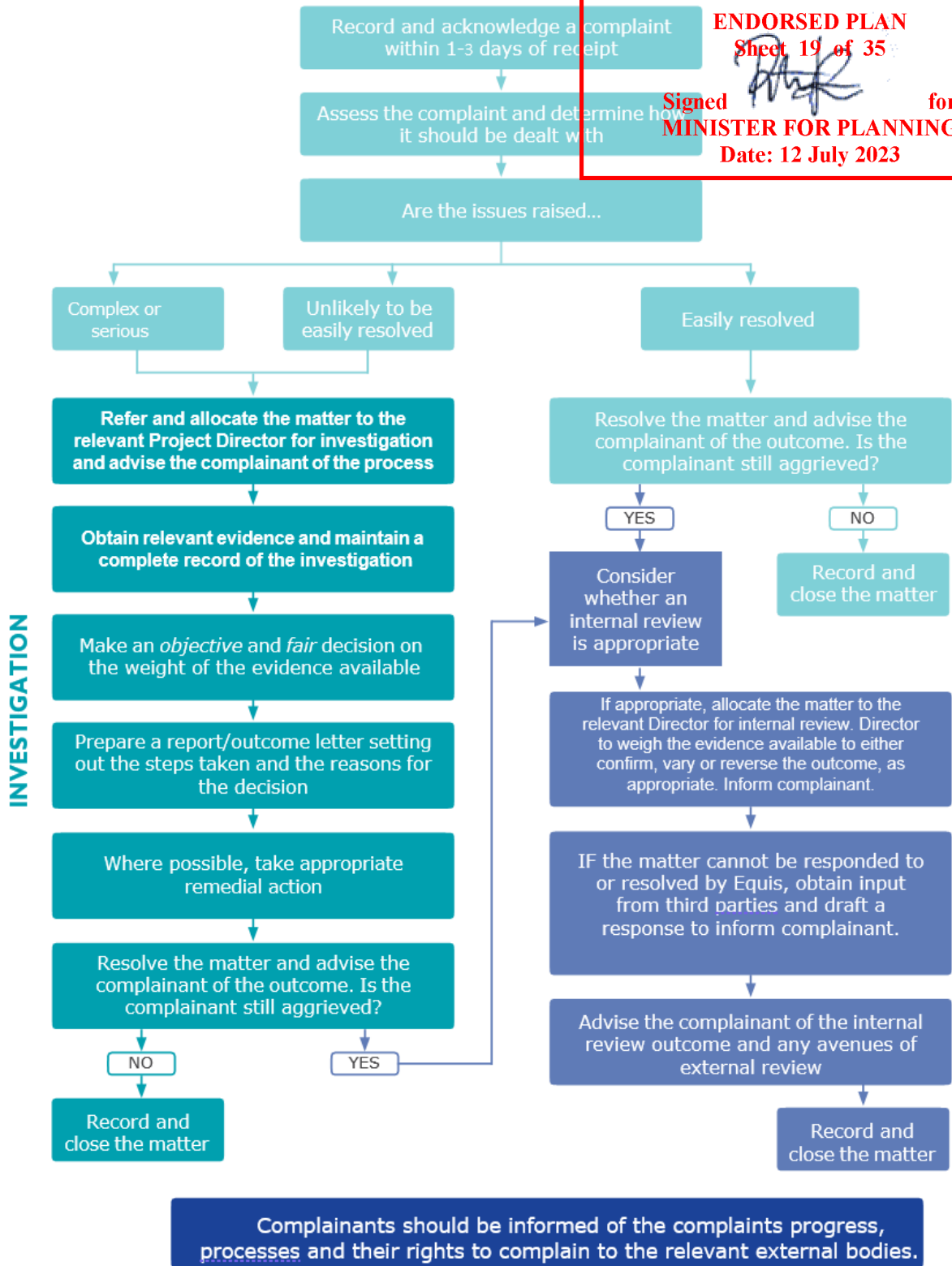
All correspondence, actions and processes undertaken in responding to the complaint will be documented on the stakeholder's SRM system.

11. Close out of complaints

If the complainant accepts the proposed resolution, the Community Engagement Manager will close the complaint. This will include an email or letter to the complainant confirming that the complaint has been closed as well as documenting the status of the complaint as 'closed-out' in the Complaints Register. See section 3.12 for further details.



EQUIS COMPLAINT RESOLUTION FLOWCHART



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All details of the complaint and action taken to resolve it must be entered onto Equis's customer management system.

Figure 3: EQUIS Complaint Resolution Flowchart

3.5. Registration of Complaints

We need sufficient information from a complainant to help us resolve their complaint. Relevant details will be collected and recorded at the time of the initial complaint, including the information in the table below to the extent applicable (Table 4).

Table 4: Registering Complaints

Initial Information Required
Name of complainant (if provided)
Complainant's contact information (phone number and email, if provided)
Complainant's address (if relevant/provided)
Property reference number (if relevant, to inform map of complaint locations)
Receipt number for each complaint (allocated in Ehub)
Time and date of the complaint
Time and date of the incident the subject of the complaint
Prevailing conditions (operational conditions at the time of the incident)
Complaint type (e.g., noise, visual, health, traffic)
Description of the complainant's concerns
Frequency of the issue
Outcome sought by complainant
Any support requirements needed by the complainant
Any other relevant information (Including any supporting documents provided by the complainant)
Name of person who has recorded the complaint

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3.6. Investigation of complaints

The following describes the investigation process to be carried out following receipt of a complaint:

- 1) The Community Engagement Manager and Project Director shall assess the complaint and, if more than one issue is raised, determine if each issue needs to be separately addressed. Should any issue be deemed outside of the project's scope, the complainant will be informed as soon as practicable, provided with an explanation as to why it is considered outside of the project's scope, and the complaint closed.
- 2) The Community Engagement Manager may request the Project Director or delegate to collect further information from the complainant if required. Relevant members of the project team may be asked to provide further information or assist to investigate the complaint, to help seek mitigation or resolution measures.

External parties that specialise in the field of the complaint may be engaged to assist with resolving the complaint. Further investigations may include site visits and specialised monitoring to acquire specific data (e.g., dust or noise levels).

- 3) If deemed necessary by the project engagement team, the

complaint will be escalated internally to senior management for review and resolution.

- 4) An update on investigations and proposed resolutions (if available), will be provided to the complainant within 3-5 working days (or sooner possible) of receipt by the Community Engagement Manager or delegate.
- 5) Further updates will be provided to the complainant as required until the complaint is closed.

3.7. Complaints During Construction

Complaints received during the construction phase of the MREH project will be managed consistently with this CIRP.

As stated above, we aim to resolve complaints the first time the complainant contacts us in accordance the applicable standards and legislation (including without limitation ISO 10002:2018 and AS/NZS 10002: 2022).

Complainants will receive a unique complaint reference number within 24 hours of registering the complaint in our database (or the next business day where the 24-hour period falls on a weekend or a public holiday). If we cannot provide the acknowledgement and reference number within this timeframe, we will advise the complainant.

The unique complaint reference number must be quoted by or to the complainant every time there is contact or follow up of the complaint.

We will always endeavour to resolve complaints within 3 to 5 working days. If we are unable to resolve the complaint within this time period, we will advise the complainant of when they can expect the outcome.

3.8. Complaints Received by Third Parties

If Equis is made aware of a complaint via a third party, Equis will engage with both the third party and complainant (if appropriate) to establish if the lodged complaint is to be assessed in line with this complaints plan.

3.9. Escalating Complaints Internally

Escalating complaints internally can occur at any point if a resolution to a complaint is looking unlikely. Escalation may occur by:

- Engaging the relevant team or Senior Management to help resolve the complaint.
- Providing a reasonable mitigation method that can be offered to the complainant.
- Advising the complainant about external complaint mediation if an appropriate resolution cannot be reached.

3.10. Escalating Complaints Externally

If the complaint cannot be mediated internally, a third-party may be engaged to help satisfy the requirements of the complainant.

External complaints will follow the below process:

- Equis /CEM should engage with the complainant to assist with a mediation process. Once both parties agree to appoint an external mediator, the mediator will have 30 calendar days to resolve the complaint.
- The mediator should provide a written summary of the discussion and document any agreement made to resolve the issue. This summary should be sent to any parties involved.
- The mediator will report to the CEM if the complaint is not resolved during the mediation and outline to the complainant how they can continue with their complaint into the future.

3.11. Noise Complaints During Operations

Where a complaint concerns noise, details about the weather conditions at the time of the noise, the time and a description of the noise should be recorded for further review. Further information should be recorded which includes how often and when the noise is heard, audible characteristics of the sound and whether the noise can be heard inside or only outdoors.

3.12. Closing Complaints

A complaint will be considered closed when a complainant advises that they consider the complaint resolved. Alternatively, if no response is received from the complainant within ten working days of the complaint's resolution team reaching out, the complaint will be considered closed. This will include an email or letter to the complainant confirming that the complaint has been closed-out as well as documenting the complaint as 'closed-out' in the Complaints Register.

The outcome of a complaint, any rectification measures or undertakings and any other relevant conversations are to be recorded in the in the Stakeholder Relations Management (SRM) system.

If a complaint is not resolved with 30 working days of receipt, the dispute resolution process described in Section 4 shall be used.

Complaints will be closed due to any of the reasons below:

- Satisfactory outcome from the complaint.
- The complainant wants to terminate their complaint.
- The complainant is unable to be contacted to discuss their complaint.
- A final resolution cannot be achieved.
- A court has ruled on how to resolve the complaint.

When closing complaints, we will ensure that:

- The Complaints Handling Register (Appendix 3) and Ehub tasks are updated.
- All processes have been followed to address the complaint.
- All follow up actions have been completed and recorded.
- Complainants are informed in writing that their complaint has been closed and the agreed outcome.

Our communication of the resolution to the complainant will include:

- What actions were taken in response to the complaint.
- The outcome(s) of the complaint.
- The reasons for any decisions made.
- Any remedy or resolution offered.
- A request for feedback from the complainant as to whether the information provided has resolved their complaint.
- Information on other reviews, appeals or avenues available to the complainant.

If the complainant is unhappy with the complaint process or the proposed solution, the complaint will be reviewed in line with Section 4.

4. Reviews and Dispute Resolution

4.1. Feedback

All stakeholders and complainants can provide feedback on how we have handled their complaint through our online feedback survey submission form, available at <https://equis.engagementhub.com.au>

We will use feedback to monitor and measure customer satisfaction, and to review, audit and analyse our complaints-handling process, the resolution of complaints, and how we can improve our processes.

4.2. Analysis and Review

If a complainant is not satisfied with our response to their complaint, they can request a review (**Review**). Reviews will be independent of:

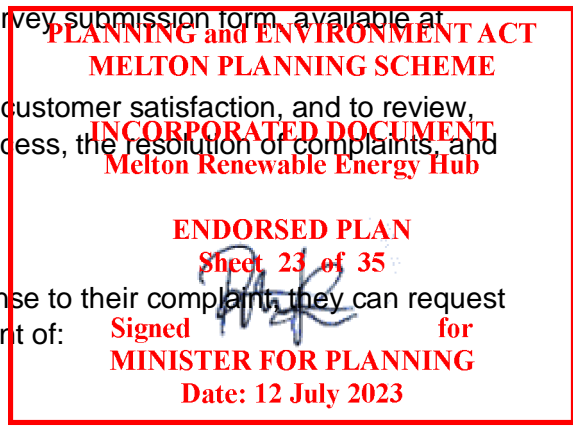
- the person who took the action;
- the person who made the decision; and
- the person who provided the service.

The complainant will be informed of the outcome of the Review and the reasons within 30 calendar days. If they are still unhappy with the response, they can lodge their complaint to an external party or legislative body.

The indicators below will be used to analyse any trends and issues in the reviews:

- Number of complaints and complainants;
- Number of repeat complaints and complainants;
- Time taken to resolve complaints; and
- Number of requested Reviews.

A copy of the complaints register will be provided to the Minister yearly (April) in accordance with Condition 26 of the Incorporated Document to ensure that MREH is satisfying the objectives of this CIRP.

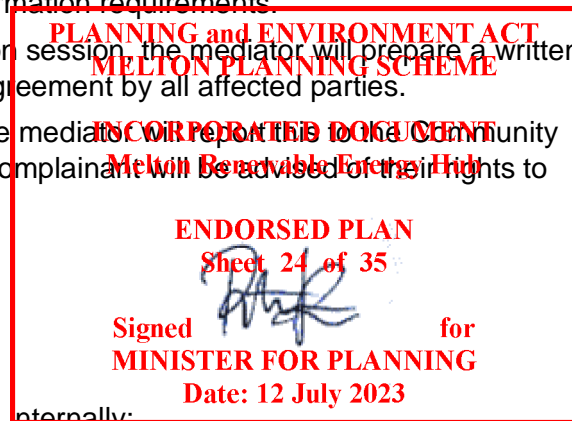


4.3. Dispute Resolution

If the complaint cannot be resolved to the satisfaction of the complainant, an independent impartial third party may be appointed to facilitate mediation of the matter.

The details of the process and facilitator will depend on the scope of the complaint, issues involved and appropriateness of the facilitator for the matter to be resolved. Equis will aim to constructively participate in any required mediation process. If the dispute is not resolved within the 30-day timeframe allowed for internal dispute resolution, the following mediation system shall be triggered:

- The Community Engagement Manager shall contact the complainant and instigate the appropriate mediation process.
- Mediation will normally occur within 10 business days of both parties agreeing to the appointed mediator.
- The appointed mediator shall organise the time, methodology and place for the mediation to occur.
- The parties to the dispute may be required to provide the mediator with a brief statement setting out their position with regard to the issues that need to be resolved in addition to other information requirements.
- At the conclusion of the mediation session, the mediator will prepare a written summary of any resolution for agreement by all affected parties.
- If mediation is not successful, the mediator will report this to the Community Engagement Manager and the complainant will be advised of their rights to pursue the matter further.



5. Administration

5.1. Internal Reporting

The following reports shall be prepared internally:

- Monthly reports from the stakeholder management system will be prepared and circulated internally to address and manage any issues. The outcomes of the reports will be provided on an annual basis to the Minister for Planning (and at other times on request), in accordance with ISO 10002:2018 and the Incorporated Document.
- Compliance reports will be generated to record details of complaints.

The Complaints Register will be monitored regularly and updated to be available on request for the Minister for Planning. A reference map detailing complaint location will also be prepared and be available to the Minister for Planning on request.

5.2. Training and Awareness

All Equis employees will have access to the CIRP, and personnel in charge of dealing with complaints will receive appropriate training. This may include in-house training sessions, online training platforms (Appendix 6) and Complaints Handling Checklists to guide staff (Appendix 1). Staff in charge of personally handling complaints will have adequate authority to take appropriate action if required.

All Equis staff and contractors with potential to receive a complaint shall receive training of how to:

- Correctly record complaints.
- Identify if extra assistance is required to accurately convey the complaint.
- Receive and acknowledge complaints.
- Work through the complaint management process.
- Develop and communicate resolutions and / or mitigation strategies.
- Escalate complaints.
- Review and report on the complaints handling process undertaken.
- Use the online systems (and will undertake training on a designated 'training project page' using sample data).

5.3. Code of Conduct

All Equis project staff involved in administering the CIRP are to abide by the following code of conduct:

- Be polite and courteous at all times.
- Maintain discretion and confidentiality where required.
- Inform the complainant if their behaviour borders on unacceptable and of the consequences of a breach by the complainant (such as alternative arrangements to handle the complaint, restricting service, or terminating service altogether).



6. Appendices

Appendix 1: Complaint's handling checklist

Appendix 2: Equis stakeholder enquiry/complaint form

Appendix 3: Equis complaints register.

Appendix 4: Complaint's handling systems ISO 10002:2018

Appendix 5: Internal staff online training complaints portal

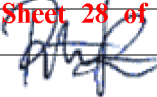
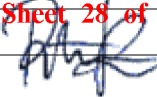
Appendix 6: Ehub online engagement complaints recording process.



Appendix 1: Complaints Handling Checklist

ISO 10002:2018 COMPLAINTS HANDLING – EQUIS STAFF		Check	COMMENTS
1	Ensure a customer-focused approach to resolving complaints. Address each complaint in an equitable, objective, respectful and unbiased manner.	<input type="checkbox"/>	ENDORSED PLAN Sheet 27 of 35 <i>[Signature]</i> Signed _____ for MINISTER FOR PLANNING
2	Record the complaint in the complaints register. Include complainant's name and address, receipt number for each complaint, time and date of the incident, and operational conditions at the time of the incident. Full description of the complainant's concerns.	<input type="checkbox"/>	EHub/Dashboard/SRM/Active users (or new user) select client/notes. Apply tags Date: 12 July 2023
3	Upon reporting of the initial complaint, the complaint should be recorded with supporting information and a unique identifier code. To be entered into the notes and the task.	<input type="checkbox"/>	EHub/Dashboard/SRM/Tasks/+ Task
4	Advise the complainant of the complaints-handling process. Inform the complainant where, how, what information, process and time.	<input type="checkbox"/>	By email or phone. Record any phone logs in the SRM
5	Receipt of each complaint should be acknowledged to the complainant immediately.	<input type="checkbox"/>	Written email with ref number
6	Check if the complainant has any language barriers. If so, provide information in diverse languages or formats so that no complainants are disadvantaged.	<input type="checkbox"/>	EHub language feature. Interpreter services
7	Prioritise- upon receipt, each complaint should be initially assessed in terms of criteria, such as severity, safety implication, complexity, impact, and the need and possibility of immediate action.	<input type="checkbox"/>	EHub/Dashboard/SRM/Tasks/C ategory/urgency level
8	Personally identifiable information is actively protected from disclosure unless the customer or complainant expressly consents to its disclosure or disclosure is required by law.	<input type="checkbox"/>	Equis privacy policies
9	Complaints should be handled expeditiously.	<input type="checkbox"/>	EHub/Dashboard/Insights Reports/ Workflow Tasks Reports
10	Keep the complainant informed through accurate, timely and ongoing reporting on actions and decisions with respect to handling their complaint.	<input type="checkbox"/>	
11	The complaint should be tracked from initial receipt through the entire process until the complainant is satisfied or the final decision is made. An up-to-date status should be made available to the complainant upon request.	<input type="checkbox"/>	EHub/Dashboard/Insights Reports/ Workflow Tasks Reports/Status
12	Following an appropriate investigation, the organization should offer a response to the complainant, and correct the problem and prevent it happening in the future (where possible).	<input type="checkbox"/>	
13	IF the complaint cannot be responded to or resolved by Equis, refer the matter to the project director for review, who will then obtain input from required third parties. Inform the complainant.	<input type="checkbox"/>	
14	As soon as a decision is made, advise the complainant and close the complaint if the complainant is no longer aggrieved	<input type="checkbox"/>	EHub/Dashboard/Insights Reports/ Workflow Tasks Reports/Status

Appendix 2: Equis Stakeholder Enquiry/Complaint Form

Equis Stakeholder Enquiry/Complaint Form: Information Required	Details	PLANNING and ENVIRONMENT ACT MELTON PLANNING SCHEME
Name of complainant (if provided)		
Complainant's contact information (phone number and email, if provided)		INCORPORATED DOCUMENT Melton Renewable Energy Hub
Complainant's address (if relevant/provided)		
Property reference number (if relevant, to inform map of complaint locations)		ENDORSED PLAN
Map of complaint locations		Sheet 28 of 35 
Time and date of the complaint		Signed  for
Time and date of the incident the subject of the complaint		MINISTER FOR PLANNING
Prevailing conditions (operational conditions at the time of the incident)		Date: 12 July 2023
Complaint type (e.g., noise, visual, health, traffic)		
Description of the complainant's concerns		
Frequency of the issue		
Outcome sought by complainant		
Any support requirements needed by the complainant		
Any other relevant information (including any supporting documents provided)		
A report including a reference that outlines the complaint.		
The process of investigation to resolve the complaint		
Complexity of the complaint		
Investigation and remediation actions		
IF complex, director designated to action complaint		
External consultants required to progress complaint		
Additional monitoring required to progress complaint		
Form completed by:		



EQUIS COMPLAINTS REGISTER

Receipt Number	Date of Complaint	Time of Complaint	Name of Complainant	Address or Property Number	Suburb	Postcode	State	Phone	Email	Complaint type	Complaint Details	Time and Date of Incident	Weather and Operational Conditions	Response Action	Actioned by	Status	Date of Completion	Complainant Satisfaction	Document	

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Appendix 4: Complaints Handling Systems ISO 10002:2018

Table 1 of 3 Complaints Handling Systems ISO 10002:2018 CRITERION	EHUB	POLICY	WEB	COMMENTS
Customer-focused approach to resolving complaints.	✓	✓		Online submission form
Complainants have access to an open and responsive complaints-handling process.	✓	✓		Online submission form
The complaints-handling process is communicated to relevant interested parties.	✓	✓	✓	Online complaints docs
Organization has ability to resolve complaints in a consistent, systematic, and responsive manner.	✓	✓		EHub, F2face, Emails, Telephone & Registers.
Identify trends and eliminate causes of complaints, to improve the organization's operations	✓			Polls & surveys
Establishing effective processes for monitoring and measuring customer satisfaction.	✓	✓		Polls & surveys
Continual review and analysis of the complaints-handling process, the resolution of complaints, and process improvements made.	✓	✓		Polls, surveys, audits, online submission, emails
Information from a complaints-handling process can be used in monitoring and measuring customer satisfaction.	✓			Polls, surveys, audits
Receipt of each complaint should be acknowledged to the complainant immediately.	✓		✓	Automated message
Auditing of the complaints-handling process.	✓	✓		Co. compliance
Ensure the complaints-handling process is easy to understand	✓	✓	✓	Complaints policy online.
Information in making a complaint is available in diverse languages or formats so that no complainants are disadvantaged.	✓			Language feature EHub
Complaints should be addressed in an equitable, objective, respectful and unbiased manner				Qualified Staff in IAP2 Conflict in Engagement.
Access to the complaints-handling process is free of charge.			✓	EHub, Webform, Co.

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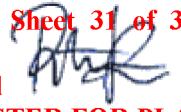
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Date: 12 July 2023**

Table 2 of 3 Complaints handling systems ISO 10002:2018 CRITERION	EHUB	POLICY	WEB	COMMENTS
Complaints handling information is accurate and not misleading, and is relevant, correct, complete, meaningful, and useful.	✓	✓		Set policies & procedures. Audits. Qualified staff.
Personally identifiable information is actively protected from disclosure unless the customer or complainant expressly consents to its disclosure or disclosure is required by law.	✓	✓		Web, EHUB and Co. policies.
The company is accountable through complaints handling.	✓	✓		Set policies & procedures. Audits. Qualified staff.
Complaints should be handled expeditiously.	✓	✓		Policies & procedures.
Identify and address issues that affect its ability to achieve complaints-handling objectives.	✓	✓		Reviews & Audits.
Identify parties of the complaints-handling process and address their relevant needs and expectations.	✓			EHUB tagging, segmentation, reporting.
Identifying the scope of the complaints-handling process.	✓	✓	✓	
Management leadership should provide adequate resources, including training.		✓		
Management should establish an explicit customer-focused complaints-handling policy. The policy should be made available to, and known by, all personnel customers and other relevant parties.		✓		Policies on Web, EHub, Co. portal.
Applicable statutory and regulatory requirements are implemented through policies and all platforms.	✓	✓	✓	EHub, <u>Web</u> , Co.
Accurate, timely and ongoing reporting on actions and decisions with respect to complaints handling.	✓			EHub reporting
Take action to correct a problem and prevent it happening in the future.		✓		

Table 3 of 3 Complaints handling systems ISO 10002:2018 CRITERION	EHUB	POLICY	WEB	COMMENTS
Ensuring that complaints-handling data are available for the top management review.				EHub reporting
All personnel in contact with customers and complainants should be trained in complaints handling.	✓	✓		Qualified Staff in IAP2 Conflict in Engagement.

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Ensure a process for rapid and effective notification to top management of any significant complaints	✓	✓		
Operation of complaints-handling process: advise complainant where, how, what information, process and time.	✓	✓	✓	Policies on Web, EHub, Co. portal.
Upon reporting of the initial complaint, the complaint should be recorded with supporting information and a unique identifier code.	✓			
The complaint should be tracked from initial receipt through the entire process until the complainant is satisfied or the final decision is made. An up-to-date status should be made available to the complainant upon request.	✓			EHub segmentation, tagging, reporting
After receipt, each complaint should be initially assessed in terms of criteria, such as severity, safety implication, complexity, impact, and the need and possibility of immediate action.	✓	✓		
Following an appropriate investigation, the organization should offer a response to the complainant, and correct the problem and prevent it happening in the future (where possible).		✓		
As soon as a decision is made, advise the complainant.	✓	✓		
There should be regular action taken to determine the levels of satisfaction of complainants with the complaints-handling process.	✓			EHub online surveys & quick polls
Complaints register (complainant's name and address, receipt number for each complaint, time and date of the incident, and operational conditions at the time of the incident. Full description of the complainant's concerns.	✓	✓		EHub

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Appendix 5: Internal Staff Online Training Complaints Portal



+61 3 7020 3320

Select Language

Admin Access

Logout

Welcome Engagement

HOME PROJECTS ABOUT US PARTNER WITH US COMMUNITY CONTACT US

Search...

Complaints Training Sample Wind Farm

Internal Training Site Only - Test Data

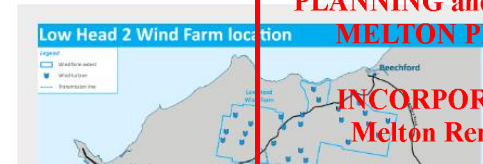


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View All Projects

Project Overview

This is only an INTERNAL sample TRAINING page using information from one of our proposed projects.

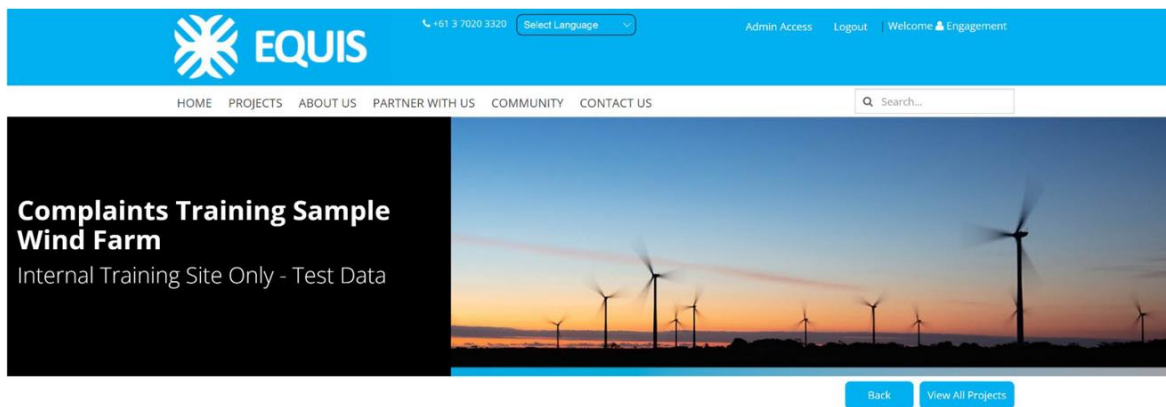


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Ehub –Complaints System



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Visit www.equis.com.au



Email AUProjects@equis.com



Connect www.linkedin.com/company/equisdev



Register equis.engagementhub.com.au