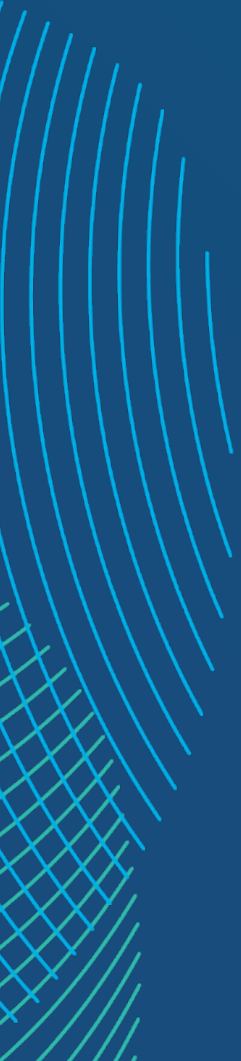


RWE

**RWE Renewables Australia
Complaints and Enquiries
Handling Policy**



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Acknowledgement of Country

RWE Renewables Australia acknowledges the Traditional Custodians of the land on which we live and work.

We recognise their enduring connection to the land and waterways, their living culture and the significant role they play in the life of Australia's regions. We pay our respects to their Elders past, present and emerging, as they are the knowledge holders of Cultural practices and traditions, language and lore. We extend our respect to all First Nations and Torres Strait Islander People.

1. Introduction

RWE Renewables entered the Australian market in 2018, with the construction of one of the country's largest solar farms, the 249 MW Limondale Solar Farm in New South Wales. RWE Renewables Australia is currently developing an exciting portfolio of wind, solar and battery storage projects across Australia and is committed to open and transparent engagement with communities and stakeholders.

This Complaints and Enquiries Handling Policy (the Policy) reflects RWE's dedication to best practice customer service to ensure feedback is addressed fairly, effectively, and transparently. The Policy has been developed using recommendations from federal, state and territory governments, industry regulators, and leading energy organisations.

2. Objectives

The primary objectives of this Policy are to;

- Create an environment where feedback is welcomed and valued.
- Provide a clear and consistent process for fair and transparent management of complaints and enquiries
- Ensure complaints and enquiries are addressed and resolved in a timely and effective manner.

3. Approach

In handling complaints and enquiries, RWE will:

- Manage personal and private information in accordance with the Australian *Privacy Act (1988)*
- Ensure fair treatment for all individuals who provide feedback or lodge complaints
- Address complaints and enquiries objectively and without bias
- Clearly communicate timing and process for complaints resolution.

4. Guiding principles

RWE commits to the following principles regarding the management of complaints and enquiries under this Policy.

- **Accessibility:** Information on how and where to lodge complaints is easily accessible for stakeholders. This includes providing clear information about the process, offering flexibility in complaint submission methods, and providing support for complainants with specific needs.

- **Responsiveness:** Complaints and enquiries are acknowledged promptly, and complainants are kept informed during the process.
- **Fairness:** Complaints and enquiries are addressed fairly and objectively.
- **Consideration:** All relevant circumstances and information related to a complaint or enquiry is considered.
- **Customer-focused approach:** Customer needs and concerns are prioritised in resolving complaints and enquiries.
- **Confidentiality:** Confidentiality of all complaints and enquiries is respected.
- **Continual improvement:** Ongoing review and improvements will be made to the Complaints and Enquiries Handling Policy.

5. Scope

This Policy applies to all complaints and enquiries related to all Australian projects. All RWE staff and contractors are expected to uphold this Policy.

6. Terms and definitions

The definition of a complaint has been adopted from the Australian Standard AS ISO 10002-2006 Customer Satisfaction — Guidelines for complaints handling in organisations. Definitions for this Policy are outlined in the table below.

Term	Definition
Enquiry	Request for information, an explanation, update, or clarification.
Complaint	An expression of dissatisfaction where a response or resolution is explicitly or implicitly expected.
Feedback	Communication provided without the expectation of a response.
Policy	Formal guidelines or principles adopted to inform decision-making and fulfill objectives.
Procedure	Instructions for performing tasks including method, sequence, and responsibilities.
Complaint Management System	All policies, procedures, practices and tools used in managing complaints and enquiries.

7. Complaints and Enquiries Handling Process

RWE's Complaints and Enquiries Handling Process comprises six key steps:

1. Receiving the complaint or enquiry
2. Acknowledging the complaint or enquiry
3. Validating the complaint or enquiry
4. Investigating the complaint or enquiry
5. Resolving the complaint or enquiry
6. Closing the complaint or enquiry

Step 1: Receiving the complaint or enquiry

Complaints and enquiries can be made to RWE via;

- In-person contact with a staff member or contractor
- Written correspondence (email or post)
- Phone calls to RWE head office or to project 1800 numbers

Step 2: Acknowledging the complaint or enquiry

When a complaint or enquiry is received via written correspondence, RWE will send a receipt of acknowledgment within two business days.

Step 3: Validating the complaint or enquiry

RWE will then validate the complaint or enquiry to establish that it relates to RWE or an RWE-led project.

When deciding how a complaint or enquiry will be managed, RWE will consider the following:

- Is the complaint or enquiry serious, complicated, or urgent?
- Does the complaint or enquiry raise health and safety concerns?
- How has the person making the complaint or enquiry been affected?
- Are there implications of the complaint or enquiry being delayed?
- Does the complaint or enquiry require the involvement of an external organisation?

Where a complaint or enquiry is deemed valid, the following process will be undertaken.

Step 4: Investigating the complaint or enquiry

RWE aims to address complaints and enquiries within 10 business days of acknowledging receipt, but response times will vary depending on the complexity of the complaint or enquiry.

Complicated complaints or enquiries may require deeper investigation and may take longer to resolve. If a complaint or enquiry cannot be resolved within 10 business days, the complainant will be contacted and provided with an expected timeframe for a response. Complex complaints and enquiries are typically addressed within 28 business days of receipt, whenever possible.

If delays occur, complainants will be kept informed of the steps being undertaken to resolve the complaint or enquiry. Complainants may also be contacted for if further clarification is required.

Step 5: Resolving the complaint or enquiry

When the investigation is complete, RWE will contact the stakeholder through their preferred communication channel to provide notification of the outcome.

Step 6: Closing the complaint or enquiry

RWE endeavours to resolve complaints and enquiries to the satisfaction of all parties. Reasons for closing a complaint may include:

- Acknowledgment by the complainant of RWE's response
- Withdrawal of the complaint or enquiry
- Inability to contact the complainant or failure to respond
- Consolidation of multiple complaints or enquiries from a single complainant
- Inability to reach a resolution despite reasonable efforts
- Lack of consent to discuss the complaint or enquiry.

If a complainant behaves in an unreasonable manner which poses a health and safety risk, RWE may close the complaint and cease engagement with an individual.

7.1 Out of scope complaints or enquiries

If a complaint or enquiry does not relate to RWE or an RWE-led project, an explanation will be provided to the complainant within 10 business days.

7.2 Escalating responses

If a complainant is unsatisfied with an initial response, they may request that the matter be escalated. This process will be triggered within 48 hours of receipt of the unsatisfactory outcome. The total time for closing the issue will depend on the nature and complexity of the complaint or enquiry.

The complainant will be provided with an estimated timeframe for a response. If delays occur due to the complexity of the complaint or enquiry, regular updates will be provided as appropriate.

7.3 Unresolved complaints

If a complainant remains dissatisfied and if RWE is satisfied with the way the matter has been handled, the complainant can be directed to the [Australian Energy Infrastructure Commissioner](#).

7.4 Review of the complaint and enquiry handling process

At the request of the complainant, RWE may review the management of a complaint or enquiry to ensure compliance with RWE's Complaints and Enquiries Handling Policy. The complainant will be informed of the outcome of this review.

8. Lodging complaints and enquiries

Complaints and enquiries can be made in person at community and stakeholder engagement information sessions, or via the following channels:

Online

www.au.rwe.com/rwe-renewables-australia/

Send e-mail

Project specific or company email address

These can be found

Project specific 1800 numbers

Post

RWE Renewables Australia
Suite 5, Level 9
350 Collins Street
Melbourne Victoria 3000

Phone

03 9600 2698

8.1 Information to include

When making a complaint or enquiry, the following details should be provided.

- Name
- Address
- Phone number
- Email address
- Title of the complaint or enquiry
- Detailed description of the complaint or enquiry
- Supporting documentation (e.g., photos or correspondence)

Personal information will be managed in accordance with Australia's *Privacy Act (1988)*.

Customer conduct

RWE requests that complainants:

- Clearly articulate the complaint or enquiry and provide relevant details
- Cooperate with requests for information or clarification
- Ensure information provided is accurate and honest
- Treat RWE employees, contractors and other stakeholders with courtesy and respect.

9. Feedback

RWE encourages feedback to ensure continuous improvement.

Feedback is carefully analysed to identify trends, areas for improvement, and opportunities to better meet stakeholder needs. This feedback is used to refine procedures, address any identified issues, and implement changes to enhance stakeholder satisfaction.

Feedback can be submitted through the channels specified above.

10. Review and updates

RWE is committed to regularly reviewing and updating this Policy to ensure ongoing relevance and effectiveness. Input is gathered through internal audits and stakeholder feedback and updates are made to ensure alignment with the latest standards and best practices.

11. Compliance

This Policy aligns with best practice guidelines using the following references:

[Commonwealth Ombudsman's Better Practice Guide to Complaint Handling](#)

[Australian Standard 10002:2022 Guidelines for complaint management in organisations \(ISO 10002:2018, NEQ\)](#)

[NSW Government Ombudsman effective complaint handling](#)

[A Good Practice to handling Complaints Ombudsman's Vic](#)

[Australian Privacy Act \(1988\)](#)