

Principal : FRV



Contractor : SAMSUNG C&T



SAMSUNG C&T

AUSTRALIA GNARWARRE BESS PROJECT

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FRV Services Australia Pty Ltd (ACN 651 342 602)

Gnarwarre BESS Asset Co Pty Ltd (ACN 651 342 602) in its capacity as trustee for the
Gnarwarre BESS Asset Trust (ABN 98 136 806 603)

Samsung C&T Corporation (ABN 49 160 079 470)

Complaint Investigation & Response Plan (CIRP)

PLANNING and ENVIRONMENT ACT
Surf Coast PLANNING SCHEME

INCORPORATED DOCUMENT
ID2403466

CIRP in accordance with Condition 20
ENDORSED PLAN

Sheet 1 of 27

Katherine Morton
Signed for

MINISTER FOR PLANNING

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Document General

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Document Review

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COMMENT RESPONSE SHEET

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Abbreviations and definitions

Abbreviation	Meaning
BESS	Battery Energy Storage System
CIRP	Complaint Investigation and Response Plan
CRA	Community Relations Advisor
Complainant	An organization, 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 Gnarwarre BESS 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
SRM	Stakeholder Relations Management System
TTY	Telephone Typewriter

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 Gnarwarre BESS Project (BESS Facility).

It will form part of the Incorporated Plans under the Gnarwarre BESS Project. It applies to all staff and contractors associated with the Gnarwarre BESS Project and must be implemented throughout the construction phase and operational life of the Gnarwarre BESS Project 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 Gnarwarre BESS page website.

1.2 CIRP Review

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

Requirement	Condition	Condition Requirements	CIRP Response (and relevant sections)
Complaint Investigation and Response Plan	20, 21	Before development starts, 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
	20	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 the Gnarwarre BESS Project and will be implemented throughout the

Requirement	Condition	Condition Requirements	CIRP Response (and relevant sections)
			construction phase and operational life of the facility The CIRP applies to all aspects of project, including but not limited to: • Construction impacts (e.g. noise, waste/litter) • Traffic impacts (including dust) • Hazard management • Environmental impacts • Compliance 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 the Gnarwarre BESS Project for queries or complaints Ph : TBC Email: TBC
	20	Be prepared in accordance with Australian/New Zealand Standard AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations	See sections 1.3, 3.2, 3.3, 5.1, 5.3 and Appendix D. All concerns will be addressed in an equitable, objective, respectful and unbiased manner, and in accordance with AS/NZA 1000:2014, AS/NZS 10002:2018, and AS/NZS 10002:2022
	20	Include a process to investigate and resolve complaints (different processes may be required for different types of complaints).	See Sections 3.1 – 3.12 and 4.3 The complaint process involves taking direct action to resolve the complaint and referring the complaint to the relevant staff to investigate 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 If the complaint is unable to be resolved, it will be escalated to the Project Director for further investigation.

Requirement	Condition	Condition Requirements	CIRP Response (and relevant sections)
			Complainants will be informed about other options and courses of action
	21	The endorsed CIRP must be implemented to the satisfaction of the Minister for Planning	We will work closely with the Minister's office to ensure our CIRP is implemented in accordance with the Minister's requirements
Publishing Information about Complaints Handling	22	Before development starts, the following information must be made publicly available and readily accessible from the facility project website, or another publicly available resource to the satisfaction of the Minister for Planning	See Sections 1.1 and 2.4 Once endorsed, a copy of this CIRP will be available to the public through the facility project website, and at the site entrances to ensure accessibility and transparency
	22	A copy of the endorsed CIRP	See Sections 1.1 and 2.4 Once endorsed, a copy of this CIRP will be available to the public through the facility project website. Website: TBC
	22	A telephone number and email contact for complaints and queries to the BESS facility operator	See Sections 1.1 and 2.4 Our number and email contact will be available for the life of the Gnarwarre BESS Project for any queries or complaints which will be referred to the facility operator Ph : TBC Email: TBC Calls will go to the facility operator from Monday to Friday 8am – 5pm. At all other times, calls will be directed to the afterhours voicemail service
Complaints Register	23	Before development starts, a Complaints Register must be established which records	See Sections 2.4, 3.4, 3.5, 4.2 and Appendix C Complaints Register includes: complainant's name, address and contact details, the outcome sought, location of complaint, time and environmental conditions, and any other supporting documents.
	23	The complainant's name and address (if provided)	See Section 3.2, 3.4, 3.5 and Appendix B The complainant has various options to provide their personal details, which will

Requirement	Condition	Condition Requirements	CIRP Response (and relevant sections)
			be recorded through the complaint register. The above information will be kept confidential if the complainant requests for this information not to be shared
	23	The receipt number for each complaint, which must be communicated to the complainant	See Sections 2.1, 3.1, 3.4, 3.5, 3.7 and Appendices A and B 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 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
	23	The time and date of the incident, and operational conditions at the time of incident	See Section 3.4, 3.5, Appendices A and B The date and time of the incident will be documented. The operational conditions will be addressed at the time of the complaint
	23	A description of the complainant's concerns	See Section 3.5, Appendices A and B 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 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

Requirement	Condition	Condition Requirements	CIRP Response (and relevant sections)
	23	The process for investigating the complaint, and the outcome of the investigation, including the actions taken to resolve the complaint	See Sections 3.1 – 3.11, Appendices A and B Complainants will receive a unique identifier number via email within 24 hours (or the next business day where the 24hour period falls on a weekend or public holiday) of lodging their concern, to acknowledge receipt of their complaint Then complaints 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) If the complainant is not satisfied with the response, we will refer it to the relevant team or Senior management to investigate
	24	All complaints received must be recorded in the Complaints Register.	See Section 2.4, 3.4, 3.5, Appendices A and C All complaints will be recorded in the Complaints Register
	25	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.	See Section 5.1 and Appendices C and E 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)

[Table 1] Incorporated Document conditions and how they will be addressed

1.3 Reference 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 – Quality management — Customer satisfaction — Guidelines for complaints handling in organizations
- AS/NZS 10002:2022 - Guidelines for Complaint Management in Organisations
- Privacy Act 1998 (Cth)
- Public Interest Disclosures Act 2013 (Cth)

2 Lodgement of Enquires and Complaints

2.1 Principals

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

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
- The complainant's ability to propose alternate options

How the complainant can obtain feedback on the status of the complaint

2.3 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 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 member's preconstruction via the project website and on signage around the site entrances. We will also provide information via our website, 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

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 B and C).

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

Contact Us	Detail
In Person	TBC
Telephone	TBC
Email	TBC
Website	TBC

[Table 2] Contact Details

3 Managing Enquires and Complaints

The project is committed to responding to and managing enquires and complaints in a timely, fair and consistent manner. This includes recording, reviewing and resolving complaints associated with project delivery to maintain FRV's reputation within the community and minimise the potential for ongoing negative feedback or possible negative media coverage, as well as provide lessons learnt for future interactions.

The project classifies complaints into two main categories: avoidable and unavoidable, however when dealing with the stakeholder both should be treated equally.

Avoidable complaint	Unavoidable complaint
• Inappropriate worker behaviour, including swearing, rudeness, blocking access • Insufficient or untimely communication which results in stakeholder impacts because of construction activities that have not been appropriately notified e.g. noise, dust, traffic impacts	• Unanticipated stakeholder impacts from construction activities that have been appropriately notified • General complaints about the project e.g. approvals, permits, funding

[Table 3] Avoidable & Unavoidable complaint

Our team will implement a robust complaints management procedure, collecting and reviewing data to refine engagement strategies. The table below sets out our approach to managing complaints.

Ranking	Timeframe	Description	Example	Escalation to FRV
Enquiry	Respond within 3 business day. Resolve within 7 days.	General enquiry about project related work.	"Can you please tell me more about the work in my area?"	Once received
Low	Respond within 3 business day Resolve within 7 days.	Low level complaint, no other severity criteria met.	"I didn't know work was taking place, where was my notification?"	Once received
Medium	Respond within 3 business day. Resolve within 7 days.	Threat to escalate to a third party, e.g. Ombudsman, legal representative, elected representative, Department of Environment, Energy and Climate Action.	"Your noise is affecting my ability to go about my business, can you stop work?"	Once received
High	Respond within 3 business day. Resolve within 7 days.	Threat to escalate to a third party, public social media post, allegation of misuse, code of conduct breach or legislation.	"I refuse to let you work and will call the police."	Once received

[Table 4] Approach to managing complaints

3.1 General Principals

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
- 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.

The project will:

- Keep complaint information confidential and secure
- Comply with all relevant privacy legislation including the Privacy Act 1998 (Cth)

- Not release information to third parties without complainant authorization
- 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 (e-mail 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 project.

The project will administer this CIRP for the purpose of the 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 Gnarwarre BESS 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 the project for the duration of the operation of the Gnarwarre BESS project and the duration of the operations and maintenance period.

There will be regular communication between complainants, stakeholders and the project 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.

3.3.1 Gnarwarre Project Complaints Roles

The roles of key members involved within the complaints management process and its implementation are outlined in the table below (Table 5)

Job Title	Responsibilities
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Call Staff	Record the nature of the complaints and notify Community Relations and Stakeholder Engagement team of the complaint immediately via email.
Community Relations and Stakeholder Engagement team	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	Record and pass on any complaints to the Community Relations and Stakeholder Engagement team, may liaise with the complainant, if appropriate
Project Employees	Refer all complaints to the Community Relations and Stakeholder Engagement team to respond. Project employees are not to respond to any complaints or media enquiries
Community and Media Relations	Escalations to client and may liaise with complainant if required Responsible for media responses

[Table 5] Gnarwarre Project Complaints Roles

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 the Complaints Form (see Appendix B) which is then stored in the project's secure SharePoint. 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 Relations and Stakeholder Engagement Team

The person receiving the complaint provides details of the complaint to the Community Relations and Stakeholder Engagement team 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 in system

The complaint is recorded in the project's electronic Complaints Register (in word and excel), with clearly notes tasks and who will respond and by when. Gnarwarre BESS will have its own complaints folder that includes the CIRP, stakeholder enquiry/complaint forms and Complaints Register.

5. Complaints are acknowledged

The Community Relations and Stakeholder Engagement team 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 Relations and Stakeholder Engagement team (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 Community Relations and Stakeholder Engagement team 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.

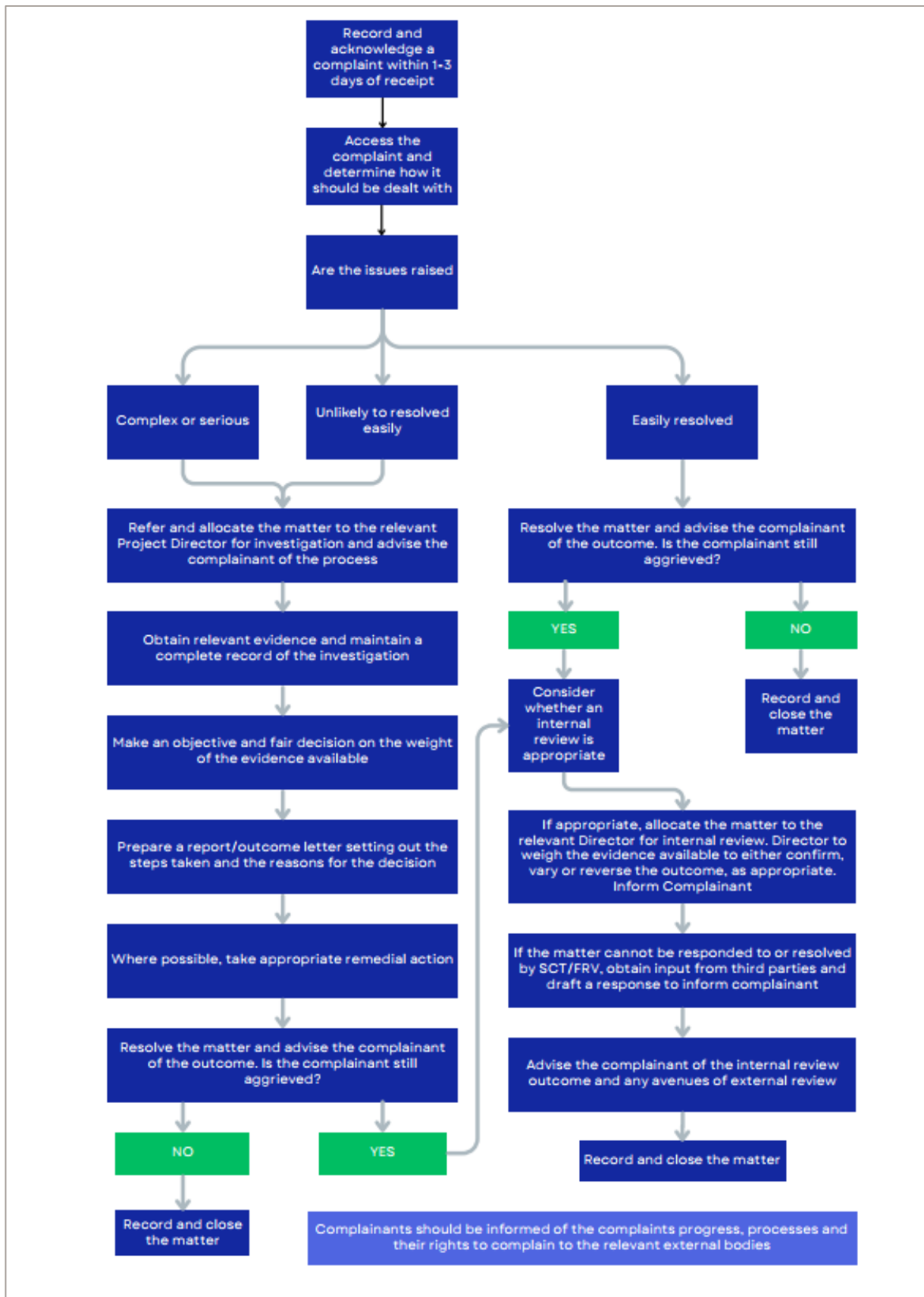
10. Documentation into system

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

11. Close-out of complaint

If the complainant accepts the proposed resolution, the Community Relations and Stakeholder Engagement team 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 'close-out' in the Complaints Register. See section 3.12 for further details.

3.4.1 Complaint Resolution Flow Chart



[Figure 1] 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 6).

Initial Information Required
Name of complainant
Complainant's contact information (phone number and email)
Complainant's address
Property reference number (if relevant, to inform map of complaint locations)
Receipt number for each complaint
Time and date of the complaint
Time and date of the incident the subject of the complaint
Prevailing conditions (operations 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 the person who recorded the complaint

[Table 6] Initial Information Required

3.6 Investigation of Complaints

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

1. The Community Relations and Stakeholder Engagement team 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 Relations and Stakeholder Engagement team may need to collect further information from the complainant if required. Relevant members of the project team may be asked to provide further information or assist in investigating the complaint, to help seek mitigation or resolution measures.

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 Community Relations and Stakeholder 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 if possible) of receipt by the Community Relations and Stakeholder Engagement team 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 Gnarwarre BESS 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 the project is made aware of a complaint via a third party, they 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

Escalating complaints 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 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.

3.11 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 Complaints Register.

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 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 any associated 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 whether the information provided has resolved their complaint
- Information on other reviews, appeal 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 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 (September) in accordance with Condition 26 of the Incorporated Document to ensure that the project is satisfying the objectives of the CIRP.

4.2 Analysis and Review

If the complaint cannot be resolved to the satisfaction of the complainant, the Community Relations and Stakeholder Engagement team will refer the complainant to the ombudsman.

5 Administration

5.1 Internal Reporting

The following reports shall be prepared internally:

- Monthly reports from the complaints register 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 project personnel 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 and Complaints Handling Checklists to guide staff (Appendix A). Staff in charge of personally handling complaints will have adequate authority to take appropriate action if required.

All project personnel 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 reporting and tracking systems

5.3 Code of Conduct

All project personnel 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 Appendix

Appendix A: Complaint's handling checklist

Appendix B: Stakeholder enquiry/complaint form

Appendix C: Complaints register.

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

APPENDIX A: Complaint's handling checklist

ISO 10002:2018 Complaints Handling		Check	Comments
1	Ensure a customer-focused approach to resolving complaints. Address each complaint in an equitable, objective, respectful and unbiased manner	☐	
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	☐	
3	Upon reporting 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	☐	
4	Advise the complainant of the complaints-handling process. Inform the complainant where, how, what information, process and time	☐	
5	Receipt of each complaint should be acknowledged to the complainant immediately	☐	
6	Check if the complainant has any language barriers. If so, provide information in diverse languages or formats so that no complainants are disadvantaged	☐	
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	☐	
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	☐	
9	Complaints should be handled expeditiously	☐	
10	Keep the complainant informed through accurate, timely and ongoing reporting on actions and decisions with respect to handling their complaint	☐	
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	☐	
12	Following an appropriate investigation, the organisation should offer a response to the complainant, correct the problem and prevent it happening in the future (where possible)	☐	
13	If the complaint cannot be responded to or resolved by the Community Relations and Stakeholder Engagement team, refer the matter to the project director for review, who will then obtain input from required third parties. Inform the complainant	☐	
14	As soon as a decision is made, advise the complainant and close the complaint if the complainant is no longer aggrieved	☐	

APPENDIX B: Stakeholder Enquiry / Complaint Form

Information Required	Details	Files
Name of complainant		
Complainant's contact information		
Complainant's address		
Property reference number (if relevant, to inform map of complaint locations)		
Map of complaint locations		
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		
Outcome sought by complainant		
Any support requirements needed by the complainant		
Any other relevant information (including any supporting documents provided)		
Complaint assessment	Details	Files
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:		

SCT Complaint Register

[illegible]

APPENDIX D: Complaints Handling System ISO 10002:2018

Table 1 of 3 Complaints Handling Systems ISO 10002:2018 CRITERION	Included in CIRP
Customer-focused approach to resolving complaints	✓
Complainants have access to an open and responsive complaints-handling process	✓
The complaints-handling process is communicated to relevant interested parties	✓
Organization has ability to resolve complaints in a consistent, systematic, and responsive manner	✓
Regular review and analysis of the complaints-handling process, the resolution of complaints, and process improvements made	✓
Information from a complaints-handling process can be used in monitoring and measuring customer satisfaction	✓
Receipt of each complaint should be acknowledged to the complainant as per complaint response timeframes	✓
Auditing of the complaints-handling process	✓
Ensure the complaints-handling process is easy to understand	✓
Information in making a complaint is available in diverse languages or formats so that no complainants are disadvantaged	✓
Complaints should be addressed in an equitable, objective, respectful and unbiased manner	✓
Access to the complaints-handling process is free of charge	✓
Table 2 of 3 Complaints handling systems ISO 10002:2018 CRITERION	Included in CIRP
Complaints handling information 'is accurate and not misleading, and is relevant, correct, complete, meaningful, and useful	✓
Personally identifiable information is actively protected from disclosure unless the customer or complainant expressly consents to its disclosure or disclosure is required by law	✓
The company is accountable through complaints handling	✓
Complaints should be handled expeditiously	✓
Identify and address issues that affect its ability to achieve complaints-handling objectives	✓
Identify parties of the complaints-handling process and address their relevant needs and expectations	✓
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	✓
Applicable statutory and regulatory requirements are implemented through policies and all platforms	✓
Accurate, timely and ongoing reporting on actions and decisions with respect to complaints handling	✓
Take action to correct a problem and prevent it happening in the future	✓
Table 3 of 3 Complaints handling systems ISO 10002:2018 CRITERION	Included in CIRP

Ensuring that complaints-handling data are available for the top management review	✓
All personnel in contact with customers and complainants should be trained in complaints handling	✓
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	✓
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	✓
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	✓
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)	✓