



EUROPEAN
ENERGY
AUSTRALIA

Grievance Mechanism: Australia

LOCAL GRIEVANCE MECHANISM

In line with European Energy's stakeholder engagement policy, European Energy will establish a local grievance mechanism to manage community and stakeholder issues and/or complaints related to project activities.

The grievance mechanism allows for stakeholders to either anonymously or directly raise issues and/or grievances with respect to European Energy Australia and Contractor activities. It also focusses on appropriate, efficient and prompt responses to community feedback to ensure European Energy:

- Provides an accessible, transparent, and confidential process for addressing grievances from project impacts.
- Builds trust and foster a positive relationship with neighbours and the community.
- Ensures grievances are resolved in a prompt, fair, and constructive manner.

The mechanism will be widely promoted through the website and newsletter.

GRIEVANCE SUBMISSION PROCESS

Any person, group, or organisation affected by European Energy Australia or its contractors on the project may submit a complaint, concern or grievance.

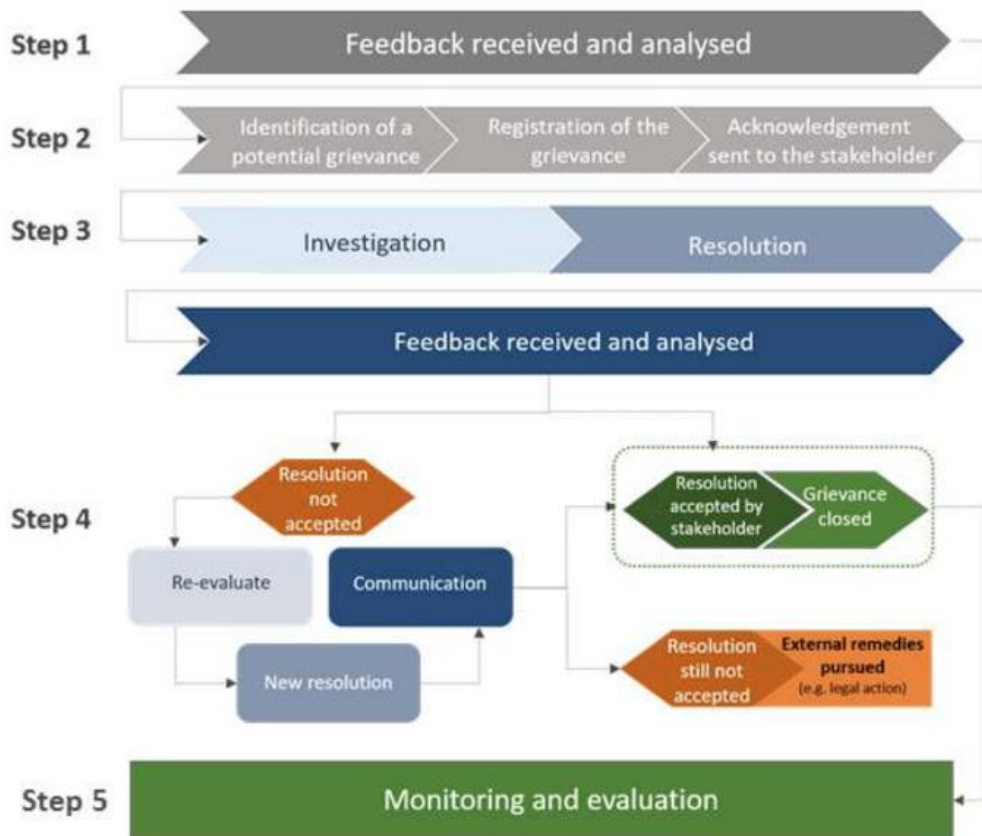
Complaint, concerns or grievances may be submitted:

- **In person:** Visit the designated Project office.
- **Online:** Submit a grievance via the European Energy Australia Complaints website
- **Email:** infoaus@europeanenergy.com
- **Phone:** Community Liaison Officer, 0450 607 350.
- **Written submissions:** Drop to site, or post to Level 17, 1 Nicholson Street East Melbourne Vic 3002.

GRIEVANCE HANDLING PROCESS

A generalised flow can be found in Figure 8. Specific timelines are set out in the Steps below.

FIGURE 1: GRIEVANCE MECHANISM FRAMEWORK



Step 1: Feedback received and analysed

- Designated Community Liaison Officer (CLO) (pre-construction: Development Manager, construction: Construction Project Manager) receives complaint
- CLO assess feedback and determines if it is a complaint (a generalised concern that can be addressed through direct communication and immediate action); or a more serious grievance (formal complaint on more significant issue such as breach of law or safety).
- If complaint, CLO records as Complaint and refers to the most relevant function for responding.

Step 2: Acknowledgment and registration

- If grievance, CLO registers as Grievance in Grievance Log, starts timeframes and alerts most relevant function. All grievances will be recorded in a Grievance Log, capturing:

Complainant details (if provided).

- Description of the grievance.

- Date of submission.
- Assigned category (e.g., environmental, social, safety).
- Status (e.g., open, under investigation, resolved).
- CLO sends acknowledgement of grievance within **5 business days** of receipt, including information about the next steps and timeframes in the process.

Step 3: Investigation and Resolution

- A grievance officer or designated team will investigate the grievance within **10 business days** for minor issues. If cannot be investigated within 10 days due to complexity of the case, at 10 days an update will be sent to the complainant notifying of an extension of investigation to up to **30 business days**.
- Investigations may include but are not limited to:
 - Site visits and meetings
 - Interviews with the complainant and relevant parties in-person or online
 - Review of project documentation and environmental/social assessments
- Based on the investigation findings, European Energy will propose and discuss a resolution with the complainant.

Step 4: Communication and Implementation of Resolution

- A written response will be provided to the complainant detailing:
 - The investigation process
 - Findings and decisions
 - Actions to be taken (if any)
 - Appeal options if the complainant is dissatisfied
- Agreed resolutions will be implemented promptly and monitored for effectiveness
- If the complainant rejects the resolution, a further re-evaluation by senior management and European Energy will be conducted, and further round of discussion and evaluation taken with complainant before a new resolution proposed.
- If the second proposed resolution is not accepted, the complainant may
 - Pursue external mediation or arbitration
 - Make a complaint to the Australian Energy Infrastructure Commissioner ([Making a complaint | aeic](#))
- A grievance is considered closed internally when either a complainant accepts a proposed resolution or chooses to seek external complaints mechanisms.

Step 5: Monitoring and Evaluation

- The CLO will ensure the grievance resolution is implemented by the responsible function and seek feedback on satisfaction from the complainant.
- The CLO will record implementation as complete and the feedback from the complainant in the Grievance Log.

SAMPLE GRIEVANCE FORM

Reference number	
Full name <i>Leave this section blank if you would like to submit anonymously</i>	
Contact information <i>Please mark how you wish to be contacted (mail, telephone, email) and provide the necessary information</i>	<input type="checkbox"/> Telephone: _____ <input type="checkbox"/> Email: _____ <input type="checkbox"/> Mail: _____
Description of concern, incident, or grievance <i>What is your concern/grievance? What happened? Where did it happen? Who did it happen to? What is the result of the problem?</i> 	
Date of concern / incident / grievance	
Frequency of concern / incident / grievance	<input type="checkbox"/> One time incident/grievance (date: _____) <input type="checkbox"/> Happened more than once (number of times: _____) <input type="checkbox"/> Ongoing (currently experiencing the problem)
What would you like to see happen to resolve the problem? 	