

1. Complaint mechanism

1.1 LOCAL COMPLAINT MECHANISM

In line with European Energy's stakeholder engagement policy, European Energy Australia has established a local complaint mechanism to manage community and stakeholder issues and/or complaints related to project activities through the entire project lifecycle including construction and operations.

The complaint mechanism allows for stakeholders to either anonymously or directly raise issues and/or complaints with respect to Project activities and impacts. It also focusses on appropriate, efficient and prompt responses to community feedback to ensure:

- Complainants are provided an accessible, transparent, and confidential process for addressing Complaints from Project impacts.
- Positive relationships are fostered with neighbours, the community and other stakeholders.
- Complaints are resolved in a prompt, fair, and constructive manner.

The mechanism will be widely promoted through the website, community newsletters and correspondence.

1.2 COMPLAINT SUBMISSION PROCESS

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

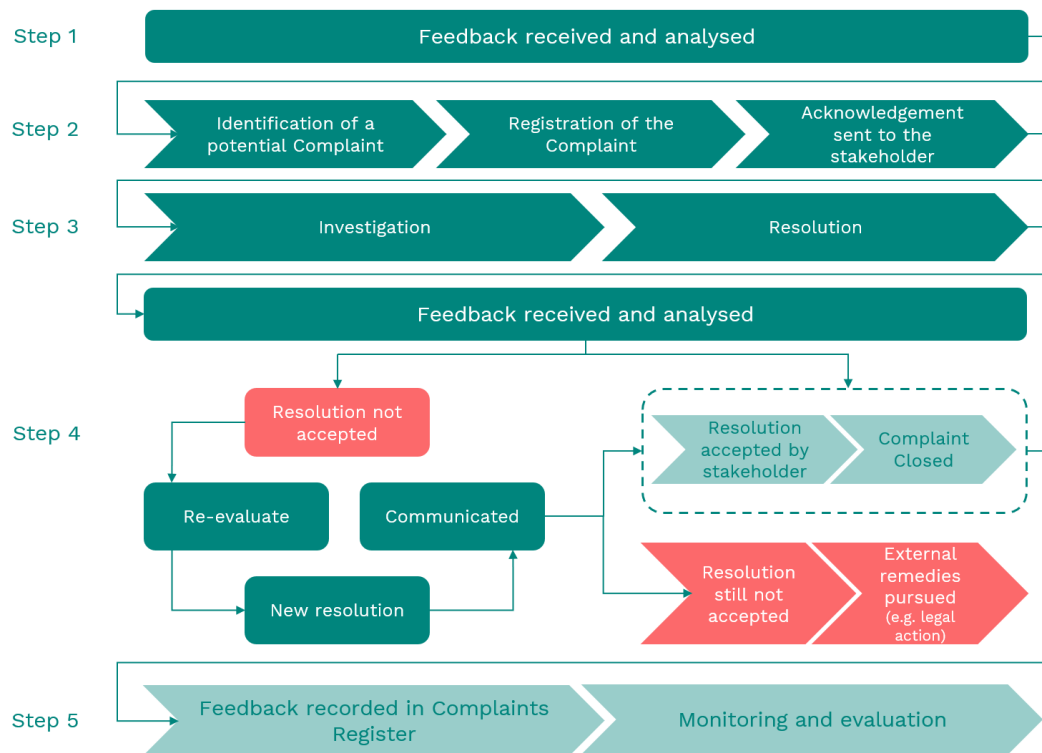
Complaint, concerns or complaints may be submitted:

- **In person:** Visit the designated project office (if applicable)
- **Online:** European Energy Australia Contact Us page [Contact Us - EE Australia Pty Ltd](#)
- **Email:** ausfeedback@europeanenergy.com
- **Phone:** Community Liaison Manager, 0418 372 762
- **Written submissions:** Drop off at relevant project site or post to Level 3, 33 Stewart Street, Richmond Vic 3121

1.3 COMPLAINT HANDLING PROCESS

A generalised flow can be found in Figure 3. Specific timelines are set out in the Steps below.

FIGURE 3: COMPLAINT MECHANISM FRAMEWORK



Step 1: Feedback received and analysed

- Designated Community Liaison Manager (CLM) receives feedback
- CLM assesses feedback and determines if it constitutes a Complaint.

Step 2: Acknowledgment and registration

- If the feedback is deemed a Complaint, CLM records relevant details in the Complaints Register, including category of complaint e.g. construction, operational, environmental, social to ensure the relevant SME is consulted in the investigation, acknowledges receipt of complaint, starts timeframes and outlines process to work towards resolution of complaint.
- All Complaints will be recorded in the Complaints Register, capturing:

Complainant details:

- Complainant's name and address (if provided)
- A receipt number for each complaint, which will be communicated to the complainant.
- Description of the Complaint and what outcome is being sought.
- Complaint type and assigned category (e.g., construction, operational, environmental, social, safety).
- Date and time of submission.
- Status (e.g., open, under investigation, resolved).
- Processes that have been completed or are underway to address complaint including final outcome.
- CLM sends acknowledgement of Complaint within **5 business days** of receipt, including information about the next steps, their receipt number, and timeframes in the process.

Step 3: Investigation and Resolution

- The CLM or designated team will investigate the Complaint within **10 business days** for minor issues. If the Complaint cannot be sufficiently 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**.
- Complaints received during the construction phase will be directed and / or reported **within 24 hours** to the Proponent or Site Manager. This will include any complaints relating to the construction process, including noise, dust, traffic, and public road damage or related issues.
- 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.
- Steps taken and outcomes will be logged in Complaints Register.

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 Complaint 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 CLM will ensure the Complaints resolution is implemented by the responsible function and seek feedback on satisfaction from the Complainant.
- The CLM will record implementation as complete and the feedback from the Complainant in the Complaints Register.

1.4 SAMPLE COMPLAINT 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>	☐ Telephone: _____ ☐ Email: _____ ☐ Mail: _____
Description of concern, incident, or complaint <i>What is your concern/complaint? What happened? Where did it happen? Who did it happen to? What is the result of the problem?</i>	
Date of concern / incident / complaint	
Frequency of concern / incident / complaint	☐ One time incident/complaint (date: _____) ☐ Happened more than once (number of times: _____) ☐ Ongoing (currently experiencing the problem)
What would you like to see happen to resolve the problem?	

2. Monitoring and Reporting

2.1 MONITORING ACTIVITIES

Each lead responsible for activities under this SEP will record their activities in the relevant SEP Database, which will be used for reporting purposes as required. This includes a consultation and commitments log.

Complaints, processes and outcomes will be recorded in the Complaint Log.

Reporting will include stakeholder groups consulted, outcomes of partnerships or initiatives, community benefits funding, local procurement and local employment.

Reporting will include number of complaints, time for resolution, and whether resolved or escalated.

2.2 REPORTING BACK TO STAKEHOLDER GROUPS

Information and updates on stakeholder engagement, complaint management and local benefits will be included in regular newsletter and website updates.

Targeted reporting on relevant matters, for example, local procurement to local industry groups, or Indigenous employment to YYNAC, may take place during regular engagement.