

Complaints & Dispute Resolution Process

1. Purpose

TE H2 is committed to managing complaints in a transparent and professional manner. Best practice complaint handling practices are prioritised by TE H2 so that the project can be easily accessed by the community and have their concerns addressed. Complaints are an opportunity to improve the way TE H2 undertakes its business, and this procedure outlines how TE H2 will receive and handle complaints.

2. Complaints Procedure

This section describes the process that will be followed if TE H2 receives a complaint during project development and operations. The procedure is a mechanism that stakeholders can use to lodge complaints in a formal way, providing a systematic approach to the handling and response of the complaint.

Step 1: Receive Complaint:

TE H2 provides members of the public with the ability to lodge complaints via a dedicated email address on this website. The complainant should include the following details:

- Name
 - Address
 - Phone Number
 - Email
 - Nature of the complaint
 - Preference on complainant's preference for response (phone, email or mail)
- A unique reference number will be generated and provided to the complainant at the time of registration.

Complaints may be lodged anonymously however; they may then be more difficult to follow up.

Step 2: Acknowledge the Complaint

Within one business day, the complaint will be acknowledged and assessed according to whether a response can be provided immediately, or whether further investigations are required before a response can be provided. Further investigations may involve discussions with the relevant technical consultant, who may need to do further work to address the issue raised. The time required for this will depend on the nature of the complaint, however, TE H2 will endeavour to seek a response within the prescribed time.

Step 3: Issue a Response

The aim will be for a response to be issued to the complainant within five business days of receipt of the complaint. If this is not achievable, the stakeholder will be contacted to provide an update on progress in responding to the issue(s) raised. The response will be issued by email or letter, depending on the preference of the complainant.

Step 4: Review Outcome of Response

TE H2 will issue and communicate the investigations findings to the complainant; and consider the complaint as resolved. At this point, if the complainant considers this matter to be unresolved, then the complainant can request a review.

Further Investigation

This may involve TE H2 investigating the complaint further and will endeavour to do this within 10 business days. Alternatively, the complainant may decide to follow up their complaint with an alternative stakeholder, such as the Australian Energy Infrastructure Commissioner.

Step 5: Close Out

An email or letter will be issued to the complainant to advise that the complaint has been closed.

3. Continuous Process Improvement

The organisation will continually improve the effectiveness and efficiency of its complaint management system through:

- a) Exploring, identifying and applying best practice in complaint management
- b) Foster a people focused approach within the organisation
- c) Encourage innovation in complaint management development
- d) Learn and improve from external reviews