



ATMOS Enquiry and Complaint Procedure

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1. Enquiry and Complaint Management Framework

1.1 Purpose

The purpose of this Enquiry and Complaints Procedure is to outline the process for the handling and recording of enquiries and complaints by stakeholders, or members of the public across all Atmos assets (projects in development, construction or operations).

1.2 Guiding Documents

This procedure has been informed by:

- International Organization for Standardization (ISO) 10002:2018
- the Australian/New Zealand Standard AS/NZS 10002:2022 Guidelines for Complaint Management in Organisations.
- Australian Energy Infrastructure Commissioner Complaint Handling Policy 2023.

1.3 Principles and Commitments

Atmos will manage enquiries and complaints relating to our projects ensuring we are community focused; timely and fair; transparent and clear in our communications; accountable; and use complaints to improve our future approaches. Our commitments are outlined below

Principle	Commitment
Customer focused and accessible	A clear and accessible complaint management system where complaints can be made in a number of ways. Complainant will be treated with respect and responses will address all issues raised with honesty and transparency. People with a range of needs can easily complain and staff actively assist them to navigate the complaints process.
Timely and Fair	Complainants will receive timely acknowledgements and responses. Complaint handling processes will be clear, dealings will be confidential and provide detailed information in plain English where possible.
Transparency and clear communication	We will make it clear how to complain, where to complain and how the complaint will be handled. The steps taken to respond to a complaint are recorded and will stand up to scrutiny. Expectations and standards for all parties involved will be communicated clearly.
Accountable	Our complaint management processes including roles, responsibilities and time frames will be clear and adhered to.
Improving service	We will regularly analyse complaints and review the complaints management system. This will inform improvements in complaint management processes, broader community engagement and project development approaches.

2. Enquiry and Complaint Handling Process

2.1 Overview of Procedure



2.2 Receiving an enquiry or complaint

Atmos provides a number of ways to lodge an enquiry or complaint. This is through a dedicated telephone number, email, online complaints form or through regular mail. Enquiries and complaints are monitored by the Communications and Community Engagement Team.

- For general enquiries, please email info@atmosrenewables.com.au
- For media enquiries, please email media@atmosrenewables.com.au
- To lodge a complaint, please email complaints@atmosrenewables.com.au
- To lodge an enquiry or complaint via phone call **1800 548 559**
- To mail an enquiry or complaint send to;
- Community Engagement Manager
- level 11, 550 Bourke St, Melbourne, VIC, 3000

2.3 Recording an enquiry or complaint

Enquiries and complaints will be registered in the project specific enquiry and complaint management register or CRM within two business days of receipt. The following information must be recorded in the register for a complaint:

- A unique identifier;
- Name and address of the complainant and, where possible, any applicable property reference number;
- Contact details of the complainant
- Person who recorded the complaint;
- Location, time and date of incident;
- A description of the complainant's concerns

Atmos will accept anonymous complaints but cannot ensure the complaint can be fully investigated if contact information is not provided.

2.4 Unreasonable complaints

In seeking to resolve complaints in good faith, there may be instances where a satisfactory resolution cannot be achieved because a complaint is considered unreasonable. This may be due to the nature, frequency or content of the complaint, or where it has potential implications for the organisation, its staff or other stakeholders. Where the Community Engagement Team considers a complaint or enquiry may fall into this category, it will be referred to a Senior Manager for review and determination.

If a complaint is deemed unreasonable, Atmos may acknowledge the submission and provide an appropriate response, with no further action required. The response will outline the decision made in relation to the complaint. Where the complainant is not satisfied with the outcome, they may seek external review through the Australian Energy Infrastructure Commissioner.

3. Escalation of Unresolved Complaints

This section describes the process for escalation of unresolved complaints.

3.1 Escalation Process



Escalation Process for Resolution of Complaints

3.2 Complaint Escalation to Dispute

If a Complaint cannot be resolved to reasonable satisfaction of the complainant it may be escalated to the Head of Department. If the Complaint remains unresolved after review by the Head of Department, it may be escalated to an Atmos Executive Team Member(s).

3.3 Dispute Escalation to Grievance

If, after escalation the dispute remain unresolved, the matter may be referred to the Australian Energy Infrastructure Commissioner (AEIC), the details of which are below.

Australian Energy Infrastructure Commissioner (AEIC) The Australian Energy Infrastructure Commissioner facilitates the resolution of complaints, including Landholder and Community concerns, about planned and operating wind farms, solar farms, energy storage facilities and new large-scale transmission projects.

AEIC Contact Details

Free call: 1800 656 395 Online: <https://www.aeic.gov.au/> Email: aeic@aeic.gov.au

Mail: Australian Energy Infrastructure Commissioner PO Box 24434 Melbourne VIC 3001

Further information for handling of a grievance can be found at [Commonwealth Ombudsman Better-Practice-Complaint-Handling-Guide-2023.pdf](#)



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