

# Complaints Handling Procedure

## 1. PURPOSE AND SCOPE

- 1.1 Tilt Renewables Limited is committed to managing complaints in a transparent and professional manner. Complaints not handled correctly can incur significant cost through damage to reputation or fines by the regulatory authorities. Complaints also become an opportunity to improve the way that Tilt Renewables conducts its business. This procedure outlines how Tilt Renewables will receive and handle complaints.
- 1.2 This procedure covers all of Tilt Renewables' development and generation assets.

## 2. RELATED DOCUMENTS

- 2.1 This document relates to the Privacy Policy which can also be found on our website: [www.tiltrenewables.com](http://www.tiltrenewables.com)

## 3. PROCEDURE

- 3.1 Tilt Renewables will ensure this procedure and appropriate contact information for complaints will be accessible to the public and displayed on the Tilt Renewables' website. Upon request, hard copy contact details shall be communicated as appropriate to persons who do not have access to the internet.
- 3.2 Some projects may have specific complaints handling related conditions of development consent which will take precedence over this more generic procedure. Where possible project specific procedures will be developed in line with this procedure.
- 3.3 The following complaints handling process shall be followed:
1. Receiving and Recording Complaints
  2. Response
  3. Complaint Handling
  4. Closure.

## 4. RECEIVING COMPLAINTS

- 4.1 Tilt Renewables provides members of the public with the ability to lodge complaints via a dedicated telephone number, email and or through regular mail. These services are available 24 hours a day. These services will be monitored by the appropriate business unit, registered and escalated.

## 5. COMPLAINT RECORDING

- 5.1 The contact details of the complainant should include:
- Name
  - Address

Document name: Complaints Handling Procedure	Authorised by: CEO
Document No: N/A	Version: 3
Issue date: June 2019	Review date: June 2021
Department: Renewable Development	Owner: Manager Stakeholder and Environment

- Telephone numbers (home, work and mobile)
- Email

5.2 Details of the complaint to be recorded:

- What project the complaint is about (if relevant)
- Any particular personnel the complaint is about (if relevant)
- When the complaint was first made
- Who was dealing with the issue/service (if relevant and not a new complaint)
- Why the complaint is being made/details
- What action the complainant would like taken to see the matter put right
- Attach any copies of correspondence relating to the complaint

5.3 A complaints number shall be allocated to each complaint.

5.4 Tilt Renewables will record and track all complaints on the Tilt Renewables' Complaints Handling Register. The Register will track the date, type, cause and actions against each complaint raised.

5.5 All complaints and their status will be reported to senior management as part of regular internal reporting requirements. The direct line managers will be responsible to ensure that all complaints are addressed appropriately, in accordance with this procedure and adequately closed out.

## 6. RESPONSE

6.1 For general complaints (i.e. not related to an emergency) Tilt Renewables will respond within two business days to acknowledge the complaint and to discuss next steps in handling the complaint, including provision of the contact details of the person that will be handling the complaint. Emergency complaints will be escalated in line with Tilt Renewables' Emergency Management Process.

6.2 All complainants shall receive acknowledgement in writing or via email of the complaint with a reference number and details of how Tilt Renewables proposes to handle the complaint.

## 7. COMPLAINT HANDLING

7.1 A complaint will be allocated to an appropriate staff member within a business unit related to the complaint who will review all relevant information and may contact the complainant to discuss the matter.

7.2 Complaints will be treated confidentially and in accordance with Tilt Renewables' Privacy Policy. Personal details will only be provided to another organisation or persons outside of the company with the permissions of the complainant.

7.3 Tilt Renewables may contact other parties that are relevant to the complaint and assess their willingness to cooperate to resolve the complaint.

7.4 Tilt Renewables will endeavour to resolve all complaints as efficiently and expeditiously as

Document name: Complaints Handling Procedure	Authorised by: CEO
Document No: N/A	Version: 3
Issue date: June 2019	Review date: June 2021
Department: Renewable Development	Owner: Manager Stakeholder and Environment

possible with an aim to resolve a complaint within 7 working days. If more time is needed to investigate a complaint, the complainant will be notified at the end of this period and provided with an update on likely timeframes to achieve resolution of the complaint.

- 7.5 The complainant will be provided with an update on the status of the complaint at regular intervals (at least every 10 working days) until it is resolved or closed.
- 7.6 If the complainant is unhappy with the way a complaint is being dealt with or the proposed resolution, the complaint will then be passed to the appropriate line manager for them to review.

## 8. CLOSURE

- 8.1 Complaints will be brought to closure for any of the below reasons:
- Confirmation received from the complainant that a satisfactory outcome has been achieved;
  - despite Tilt Renewables' best efforts, a satisfactory resolution has not been achieved and it is considered that further time and effort in handling the complaint will not assist with reaching a resolution;
  - the complainant advises Tilt Renewables that he or she no longer wishes to pursue the complaint, or
  - despite Tilt Renewables' best efforts, the complainant cannot be contacted to discuss the complaint.
- 8.2 When a complaint is closed the Complaints Register will be updated and communicated internally to relevant stakeholders.

## 9. INFORMATION HANDLING

- 9.1 All information received by Tilt Renewables for the purposes of handling complaints will be managed in accordance with Tilt Renewables' Privacy Policy, available at <http://www.tiltrenewables.com>

### Contact Details:

**Website:** <http://www.tiltrenewables.com>

**Email:** [complaints@tiltrenewables.com](mailto:complaints@tiltrenewables.com)

**Toll Free Number:** 1800 306 118

**Mail:** PO Box 16080

Collins Street West

Melbourne VIC 8007

Signed:



Deion Campbell  
**Chief Executive Officer**

June 2019

Document name: Complaints Handling Procedure	Authorised by: CEO
Document No: N/A	Version: 3
Issue date: June 2019	Review date: June 2021
Department: Renewable Development	Owner: Manager Stakeholder and Environment