

Complaints process

AusNet views each complaint as an improvement opportunity, and we will do our best to resolve the issue.

Every community member, stakeholder or landholder has the right to make a complaint if they are dissatisfied. We will not discriminate against anyone for making a complaint.

How to raise a complaint

Talk to your Land Liaison Officer

Each landholder on the project's proposed route have been assigned a dedicated Land Liaison Officer as their key contact person for all project matters during the planning and construction phases.

You can contact your Land Liaison Officer any time via their direct mobile phone or email to raise any concerns you may have about the project.

In writing

Complaints can be lodged with the project team directly in writing using the following contact details:

✉ info@westernrenewableslink.com.au

📍 Ballarat PO Box,
PO Box 638, Ballarat VIC 3353

By phone

Complaints can be lodged verbally by contacting our Customer Service Team on:

📞 1800 WRL WRL (975 975)



Complaint handling steps

1. You can lodge a complaint with AusNet as outlined above.
2. We will acknowledge receipt of your complaint in writing and will provide you a unique complaint reference number within two working days.
3. We aim to resolve your complaint within ten working days.
4. Where we cannot reach a resolution within ten working days, we will keep you informed of the progress being made by providing regular updates on the investigation and a revised timeframe for resolving the complaint.
5. If you remain dissatisfied with our response, you may request to have your complaint escalated to the Western Renewables Link General Manager.



If your complaint or question relates to the RIT-T process, you can raise it with AEMO by emailing WestVicRITT@aemo.com.au.

If your complaint or question relates to the Environment Effects Statement process, you can raise it with the Department of Transport and Planning by emailing environment@delwp.vic.gov.au.

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Essential Services Commission Land Access Code Of Practice

On 1 March 2024 the Essential Services Commission (ESC) Land Access Code of Practice (Code of Practice) came into effect. This Code of Practice governs procedures for electricity transmission companies, such as AusNet, to follow when seeking access to private land under the *Electricity Industry Act 2000* (Vic) and replaced the ESC Land Access Statement of Expectations.

We will do our best to resolve all complaints including those raised in relation to access or proposed access to private land under section 93 of the *Electricity Industry Act 2000* (Vic), and/or compliance with the Code of Practice. If you are not satisfied with the outcome of your complaint, you may choose to pursue dispute resolution through the Energy and Water Ombudsman Victoria.

In responding to complaints relating to access or proposed access to private land under section 93 of the *Electricity Industry Act 2000* (Vic), and/or compliance with the Code of Practice, we will inform you about your rights to refer the complaint to Energy and Water Ombudsman Victoria.

Objectives

The objective of this process is to ensure an effective and efficient complaints and dispute management approach within the Western Renewables Link (WRL) project that aligns with our business values, vision, and strategic objectives.

The complaints policy and complaints handling process uses the following guiding principles:

- **Timeliness** – issues should be resolved quickly and effectively, recognising the needs and expectations of those making complaints or enquiries.
- **Fairness** – all relevant parties should be consulted, and investigations should be thorough and fair contributing to an enhanced perception and confidence in our organisation.
- **Sensitivity** – complaints should, where possible and appropriate, be resolved in a sensitive environment with recognition of personal information and privacy.
- **Transparency** – the complaint handling process should be open and accessible, with feedback encouraged.
- **Continual improvement** – the process will utilise feedback to analyse trends and evaluate complaints investigations to deliver quality improvements.
- **Privacy** – we will treat the complaint respectfully and handle all personal information in accordance with the *Privacy Act 1988* and AusNet Services [Privacy Policy](#).

In developing the Western Renewables Link complaint process, we have adopted industry best practice after researching complaints procedures used by other industry participants and have ensured that this procedure and the WRL stakeholder complaints management process is compliant with the Australian Standard AS/NZS 10002-2014 'Customer Satisfaction – Guidelines for complaints handling in organisations' (ISO 10002:2022). Our process has also been updated to comply with the [Essential Services Commission Land Access Code of Practice](#) (LACoP) (1 March 2024). We will continue to conduct regular annual reviews of this process to ensure that we are consistent with industry standards and regulations.

Accessibility

Complaint management personnel will be responsive to:

- Fairness including procedural fairness.
- Language and cultural differences that may affect the complaint process.
- The need of persons experiencing vulnerability.
- Mental distress and its effect on behaviour.

The project team will endeavour to identify people who may require assistance or different approaches in order to make a complaint, and provide support and practical assistance to such people, if needed.



Escalations

If you are not satisfied with the outcome after you have made a complaint to the project team, you may:

- Request escalation to a higher level within Western Renewables Link by sending an email to GeneralManager@westernrenewableslink.com.au.
- Pursue dispute resolution through the Energy and Water Ombudsman Victoria if the complaint relates to access or proposed access to private land under section 93 (1) of the *Electricity Industry Act 2000* (Vic), and/or compliance with the Land Access Code of Practice.

EWOV can be contacted at:

Phone: 1800 500 509

Email: ewovinfo@ewov.com.au

Website: www.ewov.com.au


Post: PO Box 24434 Melbourne VIC 3001


More information

Visit the project website westernrenewableslink.com.au for the latest project information.

Contact us

 westernrenewableslink.com.au

 1800 WRL WRL (975 975)

 info@westernrenewableslink.com.au

Translation and interpretation services

 If you need an interpreter, please call 13 14 50.

If you are deaf and/or find hearing or speaking with people on the phone difficult, please contact the National Relay Service on voice relay number 1300 555 727, TTY number 133 677 or SMS relay number 0423 677 767.

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