

# Making a complaint

This sets out how you can make a complaint, what you can expect from us, and our process for investigating and responding to complaints.

## Our commitment

You can expect respect, openness and transparency from us when we are managing your complaint.

## Enabling complaints

There are a range of different and accessible ways to make a complaint

- We understand that complaints provide valuable feedback about our project, activities and conduct.
- We acknowledge that everyone's right to make a complaint is important. Our team will provide any assistance needed to navigate the complaints process.
- We are transparent and make it clear how you can make a complaint, how complaints are handled and when you can expect a response.

## Responding to concerns

We will take action to resolve your complaint

- Every complaint is taken seriously.
- Complaints are reviewed impartially by staff and responded to as quickly as possible.
- Complaints are handled and maintained according to privacy laws.

## Continuous improvement

We will use what you tell us to understand issues and improve

- We are accountable for our decision-making and complaint handling performance and will explain our decisions.
- We act on and learn from complaints and feedback. We use what we hear to identify and resolve problems and improve our processes.

## How to make a complaint

You can make a complaint by:

**Mail:** 310 Commercial Road Yarram Victoria Australia 3971

**Phone:** 1800 340 340

**Email:** [info@starofthesouth.com.au](mailto:info@starofthesouth.com.au)

**Website:** [starofthesouth.com.au/contact-us](http://starofthesouth.com.au/contact-us)

TTY users: 1800 555 630 and ask for 1800 340 340

Interpreter service: 13 14 50

## Information to include

To help us address your complaint as quickly as possible, please provide the following information:

- Your name
- Your address
- Your contact details, including telephone
- Details of your complaint
- The practical outcomes you're seeking in a resolution to your complaint
- Any other information that may help us understand your complaint (e.g. photographs, attachments, other details).

Any personal information collected in the process of managing your complaint is handled in accordance with our Privacy Policy to protect your data.

## How we'll manage your complaint

### 1. Complaint

You may lodge a complaint through email, mail or phone

- We'll acknowledge receipt of your complaint
- We may contact you to clarify information
- We'll identify a key contact in our team who is best placed to assist
- We'll advise if we're not the right organisation to respond to your complaint
- We'll advise when you can expect a response

### 2. Investigations

We'll investigate your complaint and respond to you

- We'll keep you informed as we investigate your complaint
- If a complaint will take longer than 14 business days to resolve, we'll contact you to set a new deadline for response
- We'll respond in writing

### 3. Internal review

If you're not satisfied, we'll complete an internal review

- If you are unsatisfied with our response, you can ask for an internal review

- Internal reviews are completed by a relevant member of our leadership team and, if necessary, our legal counsel
- We'll respond in writing and provide information about how we've investigated your complaint and reached an outcome

#### **4. External review**

If you're not satisfied, we'll provide information on how to escalate your complaint and seek an external review

- If you remain unsatisfied with our response, we will explain how you can lodge a complaint with the Australian Energy Infrastructure Commissioner

##### **Australian Energy Infrastructure Commissioner**

**Mail:** PO Box 24434, Melbourne VIC 3001

**Phone:** 1800 656 395

**Email:** [aeic@aeic.gov.au](mailto:aeic@aeic.gov.au)

An online complaint form can be submitted via <https://www.aeic.gov.au/making-a-complaint>

## Closing complaints

We will consider whether a complaint is resolved and/or may close the file at our discretion.

Reasons may include where:

- you confirm that you have accepted our offered resolution
- you have received information that addresses your questions or issues
- you do not provide consent for us to discuss your complaint or share information
- despite our efforts, you have not been able to reach a resolution of your complaint and we consider that further time and effort in handling the complaint will not assist with achieving a resolution
- you advise us that you no longer wish to pursue the complaint, or
- you cannot be contacted by us, or do not respond to our requests for further information.

## Multiple complaints

Multiple complaints from the same person within a short period of time or relating to the same topics will be treated as one complaint.

## Unreasonable conduct

In the unlikely event of a complainant exhibiting unreasonable behaviour which raises health, safety, resource or equity issues for our staff or other stakeholders, we may choose to close a complaint and stop engaging with that person.