

Handling complaints

To prepare our own process we have referred to the [Australian Energy Infrastructure Commissioner](#) standard guidelines for complaint management. This process involves four key steps.

STEP 1: RECEIVE COMPLAINT

If you have a complaint about Meadow Creek Solar Farm you can make a submission via our [contact form](#) or, alternatively, you can send an email to info@meadowcreeksolarfarm.com.au

For regular inquiries, we will address these directly and aim to respond within 5-7 business days. In order to progress your complaint, your message should include the following details:

- your name and address
- your contact details
- the nature of your complaint
- evidence in support of your concern, including the date, time, conditions and a description of your complaint
- a summary of any current or previous attempts to resolve the complaint (if applicable)
- the practical outcomes you are seeking in a resolution.

STEP 2: ACKNOWLEDGE & REFERRAL

If your complaint is non-urgent, our project manager will aim to call or email you within 5 business days to acknowledge that we've received your complaint. If it is urgent, we will respond to you within 24 hours.

When we acknowledge your complaint, we will:

- clarify any issues or ask for more information
- say how we may investigate it
- say how long it may take us to provide a resolution.

If we can easily resolve the complaint, we may respond immediately.

STEP 3: RESOLUTION

Our team will investigate every concern and make all reasonable attempts to resolve the issue.

When we investigate, we may:

- physically investigate the site, especially if the complaint relates to property damage
- consult with the relevant staff or contractors involved
- measure the relevant data and evidence of the issue (for example noise)
- contact other community members who may be involved.

After we investigate, we will contact you with our findings. This includes what we have found, and what we may do to resolve it.

STEP 4: RECORD & CLOSE

When the concern has been resolved, then we will officially close the complaint.

When we close a complaint, we log the following:

- The process we undertook to investigate and resolve the complaint
- The proposed resolution
- Whether this was accepted and how it was implemented
- Whether or not your complaint was resolved to your satisfaction
- The reason why the complaint was closed.

If you are unsatisfied with the investigation and resolution you have the ability to contact other bodies including the Australian Energy Infrastructure Commissioner, who has the responsibility for large-scale solar and battery storage projects.