



Muswellbrook Solar Farm and Battery

Complaints Investigation and Response Plan – Summary

This document outlines how complaints related to the Muswellbrook Solar Farm and Battery Energy Storage System (BESS) will be received, managed, investigated, and resolved. The plan aims to ensure transparency, fairness, accountability, and continuous improvement.

Purpose and Objectives

The plan provides stakeholders with accessible and transparent ways to lodge complaints, ensures consistent handling, monitors and resolves issues effectively, and supports compliance with approval conditions.

Making a Complaint

Complaints can be lodged via phone, free call, email, post, website, or face-to-face. Contact details will be publicly advertised before construction and operations and promoted through project communications. All individuals have the right to complain without disadvantage and to be treated respectfully.

Method	
Telephone	03 8595 2406
Free Call Number	1800 116 155
Email	Info-au@ox2.com
Post	Level 4, 65 Dover Street, Richmond, VIC 3121
Website	Muswellbrook Solar Farm - OX2 www.muswellbrookssolarfarm.com.au

Complaint Management Process

All complaints are recorded in a **Complaints Register**, assigned a unique reference number, and acknowledged within **two business days**. The Community and Stakeholder Manager (CSM) oversees the process, supported by project managers where required.

Information recorded includes complainant details, complaint description, supporting evidence, preferred outcomes, and responsible staff.

Investigation and Response

Complaints are investigated promptly, with a target resolution timeframe of **10 working days**. If delays occur, complainants are informed and provided with updated timelines. Regular communication is maintained throughout the process. Complaints unrelated to the project may be closed after notification.

During construction, complaints are escalated within **24 hours** to relevant managers, with investigation and internal response required within **48 hours**.

Closing Complaints

Outcomes are communicated in writing where appropriate and include actions taken, decisions made, remedies offered, and review options. Complaints may be closed if no response is received within **10 working days**. Unresolved complaints after **90 working days** may enter formal dispute resolution.

Escalation and Dispute Resolution

Unresolved complaints may be escalated internally to senior management. If still unresolved after 90 working days, external mediation through the **Australian Energy Infrastructure Commissioner (AEIC)** may be initiated.

Unreasonable or Habitual Complaints

The plan defines unreasonable conduct and outlines measures to manage it, including limiting communication methods or contact. Persistent or serious misconduct may result in restricted or terminated communication following formal warnings.

Administration and Governance

The CSM is accountable for complaint management, supported by relevant project staff. Training is provided to staff likely to receive complaints. Complaint data is reported internally, with trends monitored for improvement.

An **anonymous Complaints Register** will be published on the project website and updated quarterly. All complaint information is managed in accordance with OX2's Privacy Policy.