

How to make complaints

Section 1:

Our Complaints process

At MYTILINEOS, our complaints process follows principles and procedures that are in correspondence with Australian and New Zealand standard guidelines in regards to complaint process and management.

The complaints process involves 6 important steps:

Step 1: Receive and Register

Step 2: Acknowledge

Step 3: Investigate

Step 4: Respond

Step 5: Close

Step 6: Record and Register

Section 2:

Step 1: Receive and Register

If you have an inquiry, concern or complaint regarding the Solar Farm, you are able to voice it in person, over the phone, via email or our contact form, or otherwise, you may send a letter to us.

For inquiries or concerns, they will be dealt with directly.

For complaints, we ask that you provide the following:

- Your name and address (if applicable).
- Your complaint, including the date, time, and a description of the issue.

Insert email here

Insert address here

Section 3:

Step 2: Acknowledge

If your complaint is urgent, a response will be given within 24 hours of receiving the complaint. If we write to you, a copy of the correspondence will be kept on file.

If your complaint is not urgent, someone on our team will be in contact with you within 3 business days to acknowledge the complaint.

When your complaint has been acknowledged, you will receive:

- A summary of your complaint and a reference number.
- A clarification of any issues that may be needing more information.
- A statement on how we may investigate it.
- A statement on how long it may take.

If the complaint can be easily resolved, we may respond to the complaint immediately.

Section 4:

Step 3: Investigate

MYTILINEOS investigate every complaint and will make reasonable attempts to resolve it. We keep accurate records of the investigation, which may include records of meetings, discussions and activities.

When an investigation is underway, we may:

- Visit the site, especially if there is property damage.
- Consult with our staff and contractors, including senior management.

- Contact other community members.
- Obtain data and evidence that is relevant to the complaint.

Section 5:

Step 4: Respond

After the investigation, we will contact you with the results that were gathered as a conclusion to the complaint. This will include our findings, and what we may do to resolve it.

Section 6:

Step 5: Close

If the process has been appropriately completed, the investigation will stop and the complaint will be closed. However, if you are not satisfied with the outcome of the investigation, you may request for a review.

You also have the ability to contact other bodies, such as your local council, if you are still unsatisfied with the resolution proposed for the complaint.

Section 7:

Step 6: Record and Register

When a complaint has been closed, the following will be documented:

- The process that was used to investigate and resolve the complaint.
- The proposed solution.
- Whether this was accepted and how it was implemented.
- Whether or not the complaint was resolved.
- The reason why the complaint was closed.