



ENGIE Community & Stakeholder Feedback Framework

About this framework

We value feedback from our community and stakeholders, and we aim to engage in a meaningful and helpful way. This framework sets out ENGIE’s approach to managing community and stakeholder feedback in relation to our operational assets and our asset development projects.

If your experience with ENGIE has been positive, please let us know so we can recognise our team and keep doing what we’re doing. If your experience with us hasn’t met your expectations, we would also like to hear from you so that we can learn and improve.

If your feedback is related to other ENGIE activities, including our retail and residential energy solutions, please visit: [Dispute resolution complaints and compliments](#).

Any feedback received in accordance with our Whistleblower Policy (available [here](#)), will be managed in accordance with the Whistleblower Policy.

Our approach to feedback

We define feedback as any communication we receive from you. This broad definition ensures that matters of concern to stakeholders are highlighted and brought to the attention of our team members. Types of feedback include:



Comments which can be either positive or negative but do not require further action.



Enquiries which are neither positive nor negative but require further action.



Complaints which are negative and typically require a response or resolution.

ENGIE has adopted the definition of a complaint from the *Australian Standard AS 10002:2022 Guidelines for complaint management in organisations (Australian Standard)*.

“A complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.”

Guiding principles

This framework is built on five guiding principles:

- **Fairness:** You will be treated fairly. If your feedback is negative and handled as a complaint, our actions and decisions will be respectful, impartial, and evidence-based.
- **Transparency:** Information about how to provide feedback is published on our website, with open and honest feedback sought.
- **Accountability:** We treat all feedback as an opportunity for continuous improvement.
- **Accessibility:** Feedback can be provided verbally over the phone or in person; or in writing by letter, email or online form.
- **Responsiveness:** If a response is required, we will reply courteously and within our stated timeframes, and we will keep you informed about the progress of a complaint.

These principles are consistent with those in the Commonwealth Ombudsman's [Better Practice Complaint Handling Guide](#) and align with the four principles set out in the *Australian Standard AS 10002:2022 Guidelines for complaint management in organisations*. The principles also reflect the Clean Energy Council's [Best Practice Charter](#), to which ENGIE is committed, and the Complaint Handling and Emergency Procedures recommendations of the [Australian Energy Infrastructure Commissioner](#).

How to provide feedback

You can provide feedback by:

1. completing our online form available on the ENGIE website
2. sending an email to assetdevelopment.au@engie.com
3. calling our dedicated projects phone line on 1800 845 067 Monday to Friday, 9am to 5pm
4. talking to us in person
5. sending us a letter to:

Level 23, Freshwater Place
2 Southbank Boulevard
Southbank, Victoria, 3006

If you are deaf or have a hearing or speech impairment, you can use the [National Relay Service](#) to provide your feedback. If English is not your first language, you may use the [National Translating and Interpreting Service](#). We accept feedback from other people on your behalf.

If you are emailing or writing, please include:

1. your full name, address and contact phone number(s)
2. a description of your feedback
3. any additional documentation or information that may support your feedback, and
4. if you are making a complaint, how you would like it to be resolved.

Our response

If your feedback is a complaint and requires a response, we will do our best to resolve the matter when you first contact us.

At times this may not be possible, and we will need to look into things further. In these cases, we will acknowledge that we have received your complaint within three business days (if in writing) and try to resolve it within 10 business days. If we can't, we will regularly update you on our progress.

If you believe your complaint isn't adequately resolved, you can ask us to escalate the matter to a staff member at a higher level within our organisation who will work with you to investigate further and find a solution.

If the complaint still isn't resolved to your satisfaction, we suggest you contact the [Australian Energy Infrastructure Commissioner](#) or your local Ombudsman.

[NSW Ombudsman](#) | Phone: 1800 451 524

[Queensland Ombudsman](#) | Phone: 1800 068 908

[Victorian Ombudsman](#) | Phone: 1800 806 314

[South Australian Ombudsman](#) | Phone: 1800 182 150

[Western Australian Ombudsman](#) | Phone: 1800 117 000

Framework review

We are committed to continuous improvement and will update this framework from time to time, based on feedback received and its overall effectiveness. A formal review of the framework and the supporting response process and procedure will also occur every two years. The formal review will consider the Framework's alignment with the Australian Standard, the Complaint Handling and Emergency Procedures recommendations of the Australian Energy Infrastructure Commissioner and the Clean Energy Council's Best Practice Charter. We will also review it for consistency with the Commonwealth Ombudsman's Better Practice Complaint Handling Guide.