

## **Level 1: Early Resolution – We aim to resolve most feedback at this level**

### **1. Receive feedback**

- a. AGL staff member receives feedback through incoming channel.
- b. AGL staff member refers the matter to the relevant Government & Community Relations team member (Case Manager).

### **2. Contact complainant or enquirer**

- a. Case Manager contacts complainant or enquirer and may seek clarity on the specifics of the feedback.
- b. Case Manager will provide a Reference Number and an overview of AGL's Community Complaints & Feedback Framework.
- c. Case Manager makes a preliminary assessment of the type of feedback.
- d. Case Manager logs feedback and risk category in Consultation Manager.

### **3. Resolve feedback**

- a. For urgent feedback, the Case Manager will inform relevant AGL team members immediately and aim to have the issue resolved within 24 hours.
- b. For standard feedback, the Case Manager will aim to resolve the matter in conjunction with operational and technical staff within 5 business days.
- c. For complex feedback, the Case Manager will aim to resolve the matter in conjunction with operational and technical staff within 30 business days. Depending on the nature of some complaints, Case Managers may also refer to external specialists for advice.

### **4. Respond to feedback**

- a. Case Manager will respond to the complainant or enquirer in writing or by preferred communication method.

### **5. Close feedback**

- a. Case Manager will log response in Consultation Manager and record outcome.
- b. AGL considers the complaint or enquiry to be closed at this point.
- c. If the complainant or enquirer does not consider the feedback to be resolved from AGL's response, they may request to escalate its resolution to Level 2 in writing.

## **Level 2: Internal Review & Escalation**

### **1. Receive feedback**

- a. AGL staff member receives escalated feedback in writing.
- b. AGL staff member refers the matter to the relevant Senior Manager, Government & Community Relations (Case Manager).

### **2. Contact complainant or enquirer**

- a. Case Manager contacts complainant and may seek clarity on the specifics of the complaint.
- b. Case Manager will provide existing Reference Number and an overview of AGL's Community Complaints & Feedback Framework.
- c. Case Manager makes a preliminary assessment of the type of feedback.
- d. Case Manager logs feedback and risk category in Consultation Manager.

### **3. Resolve feedback**

- a. For escalated urgent and standard enquiries and complaints, the Case Manager will aim to resolve the matter in conjunction with relevant staff within 10 business days.
- b. For complex feedback, the Case Manager may use alternate resolution techniques and/or make a decision on the nature of the feedback. Where appropriate, an independent third party, such as a technical expert, mediator or the Community Dialogue Group or Community Consultative Committee may be appointed to assist with the investigation or resolution. AGL will aim to resolve the matter within 30 business days.

### **4. Respond to feedback**

- a. Case Manager will respond to the enquirer or complainant in writing or by preferred communication method.
- b. If the complainant or enquirer does not consider the feedback to be resolved from AGL's response, the complainant may request in writing to escalate its resolution to AGL's Executive General Manager – Stakeholder Relations.
- c. All escalated complaints will be responded to in writing by the Executive General Manager Stakeholder Relations, or their delegate, within 30 business days of escalation.

### **5. Close feedback**

- a. Case Manager will log response in Consultation Manager and record outcome.
- b. AGL considers the matter to be closed at this point.
- c. If the complainant does not consider the complaint or enquiry to be resolved from our response, AGL may suggest the matter be refer to Level 3 and to an independent external body.

## **Level 3: Conciliation and Closure**

1. The complainant or enquirer may refer the matter to an independent external body for consideration. Examples include:

- > Office of the National Wind Farm Commissioner
- > NSW Land and Water Commissioner
- > State Planning Departments
- > Tribunals and Courts

2. AGL will co-operate with the requirements and processes of independent external bodies.