

Enquiries and complaints policy and procedure

High Sea Wind

June 2026

High Sea Wind is committed to acknowledging and responding to feedback, enquiries and complaints in a timely manner. We take all complaints seriously and will ensure complaints are investigated and resolved appropriately.

In some cases, we may not be able to resolve a complaint. If this is the case, we will be transparent about it and work with you to reach a satisfactory way forward.

Definitions

- **Feedback** is a constructive suggestion about something the project could do better.
- A **complaint** may be a comment or report that:
 - Expresses dissatisfaction and may or may not require action to be taken
 - Highlights a hazard that is a threat to the safety of people or the environment
 - Suggests an improvement to an aspect of High Sea Wind's approach, conduct or operations.
- An **enquiry** may be:
 - A question related to the project or associated impacts, benefits or issues
 - A comment that is neutral or positive in nature that requires acknowledgement.

Information to include in your enquiry or complaint

To ensure we can respond to your enquiry or complaint quickly, please provide the following information.

- Name
- Address
- Contact details
- Details of your complaint or enquiry
- Additional information or evidence including photos or documents that may help us resolve your enquiry or complaint.

Response timeframes

The response timeframes will vary depending on the urgency of the complaint and whether further investigation is required. This will ensure that all enquiries and complaints are addressed appropriately. Some complaints may require urgent action, such as hazards or security concerns. Urgent complaints will be resolved as soon as possible.

If High Sea Wind receives a complaint or feedback that is considered an emergency, it will be escalated immediately as per the relevant emergency management procedure.

Step	Timeframe
Acknowledge	Within 2 business days
Provide an update	If it takes more than 5 business days to resolve a complaint, updates on the progress of resolution will be provided to the stakeholder after 5 business days and at regular intervals after.
Resolve	▪ No escalation required: 5 business days ▪ Escalation required: As soon as possible

Feedback, enquiries and complaints procedure

High Sea Wind will follow a consistent procedure to resolve and respond to incoming enquiries and complaints.

1. Receive and register

Feedback, enquiry or complaint is received by High Sea Wind.

2. Acknowledge

High Sea Wind will respond to the stakeholder to acknowledge receipt of the enquiry or complaint. If possible, the enquiry or complaint will be resolved immediately. If this is not possible, the acknowledgement will include:

- Clarification of any issues or request for more information
- How the enquiry or complaint may be investigated
- Expected response timeframe.

3. Investigate

Enquiries and complaints will be investigated, and all reasonable attempts will be made to resolve complaints. Investigation may include:

- Consult with staff, consultants and contractors
- Get relevant data and evidence
- Contact community members and other stakeholders.

4. Escalate

An enquiry or complaint that cannot be resolved may be escalated to the Permitting & Environment Senior Manager or other project team members as appropriate. Where a resolution cannot be achieved via internal escalation, High Sea Wind may engage an independent mediator to assist with resolving the complaint.

5. Respond and resolve

A response to the enquiry or complaint will be issued via the same channel the enquiry or complaint was received, unless another channel is requested. The response should include an appropriate level of detail to address the enquiry or complaint. In the event of a complaint, the response should include an option for escalation if the complainant is not satisfied that it has been resolved.

Unresolved complaints

If the complainant is not satisfied with the response and does not feel the complaint has been resolved by High Sea Wind, the complainant has the right to escalate the complaint to the Australian Energy Infrastructure Commissioner via <https://www.aeic.gov.au/> or 1800 656 395.

