



Blackstone Battery

Complaint Investigation and Response Plan

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Report Revision

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Report Preparation

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Introduction

This document outlines the complaint investigation and response process for the Blackstone Battery.

Our plan has been developed to ensure prompt allocation of responsibility, action and feedback to the appropriate and responsible person. The core objective is to respond and provide feedback to all complaints in a timely manner.

This document will be made publicly available on the Blackstone Battery project website and at the site office (once established).

Objective

All complaints received from the community and project neighbours, regarding the development, construction and operation of the Blackstone Battery, will be treated in a respectful and courteous manner and be taken seriously.

Octopus Australia is committed to:

- Providing an accessible avenue for people to raise complaints, and;
- Ensuring all complaints are managed fairly, promptly, sensitively and efficiently.

Scope

Octopus Australia will implement and comply with the Complaint Investigation and Response Plan during development, construction and for the duration of the operation.

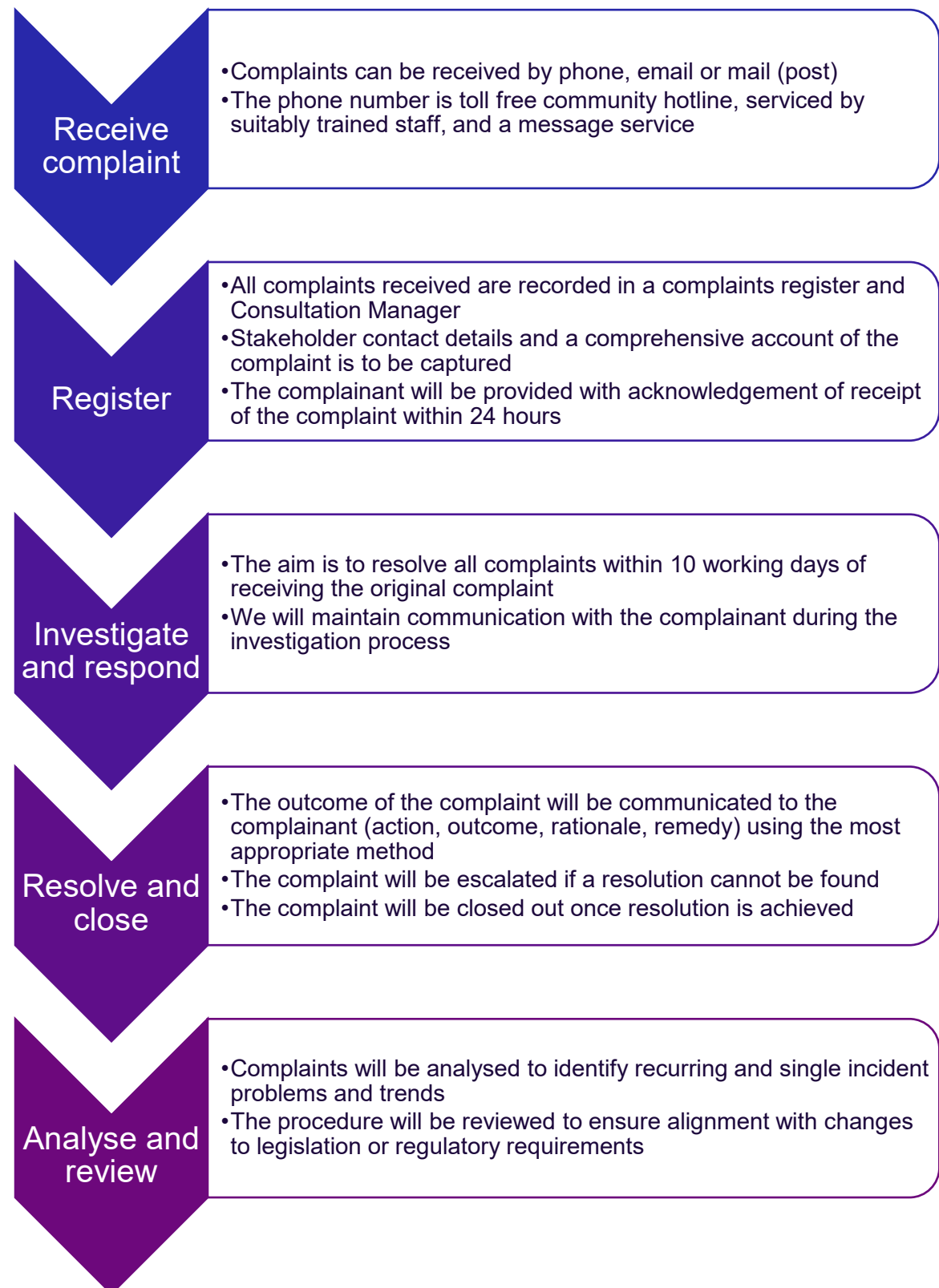
This plan outlines the process and five key steps:

1. Receive
2. Record and Register
3. Investigate and Respond
4. Resolve and Close
5. Analyse and Review.

The Stakeholder Engagement Manager is accountable for ensuring all complaints are managed in accordance with this Plan.

Complaint Management Process

The chart below outlines the Complaint Management Process for the Blackstone Battery.



Receive

Complaints can be directed to the project team through:

- Phone (Community Hotline): 1800 629 326
- Email: blackstonebattery@octopusinvestments.com
- Mail: c/o Octopus Investments, Level 8, 627 Chapel Street, South Yarra, Melbourne VIC 3141
- Or face-to-face to staff on site or near to the project site.

The community hotline number is a free-call number and is serviced by staff and a message service. Octopus Australia will promote these contact methods through its newsletters, website and other suitable communication methods associated with the Blackstone Battery.

Complaints during construction

Complaints received during the construction phase will be directed and / or reported within 24 hours to Octopus Australia and/or Site Manager. This will include any complaints relating to the construction process, either on, or off-site, including noise, dust, traffic, and public road damage or related issues.

Further, the representative responsible for Site Health, Safety and Environment issues, will be made aware of all complaints relating to potential environmental or safety incidents. Octopus Australia will review the activity for which the complaint is related to, and if it is not occurring in accordance with the required control measures, prepare an incident report and record the incident in the incident log and implement a plan to rectify the issue.

Complaints received by third parties

If a complaint is lodged with the local Ipswich City Council, the Department of Energy and Public Works, State Assessment and Referral Agency (SARA), the Environment and Water or the Environment Protection Authority (EPA), details of that complaint may be forwarded to Octopus Australia.

We will consult with the third party – and with the complainant – to determine if that complaint will be assessed in accordance with this complaints plan. If it is agreed that the complaint received by a third party is related to the Blackstone Battery – and the complainant consents for Octopus Australia to investigate – then the complaint will be assessed in accordance with this Plan.

If a complaint received by a third party is not deemed to be related to the Blackstone Battery – and/or the complainant does not consent to Octopus Australia investigating their complaint – then the third party will retain responsibility for investigating that complaint.

Complaints during operations

Upon receipt of a complaint, Octopus Australia will request information including time, date, and a description of the complaint. This will assist in determining if the complaint relates to the operation of the battery. All complaints that relate to the operation of the battery will be recorded in the Complaints Register, including the investigation, responses, resolution date, and any rectifications.

Record and Register

Octopus Australia will register all complaints received, in the Complaints Register and stakeholder database (Consultation Manager) and an 'Event Id' number will be generated once the complaint is registered – this will be known as the receipt number.

All details received from the stakeholder will be recorded to capture detailed information, including:

- the name, address and contact details of the person who made the complaint
- any applicable property numbers
- the date and time of the contact
- the nature of the complaint
- the location and time of the incident / issue
- the outcome sought
- any other information relating to the matter; and
- the name of the person / team member who received the complaint.

Sufficient details will be sought regarding the specific nature of the complaint to enable it to be clearly recorded, and to enable subsequent assessment and action.

The Community Engagement Manager in conjunction with the Project Manager / Site Manager, is responsible for ensuring all complaints are processed in a timely manner.

Any personal information collected in the process of managing complaints is handled in accordance with our Privacy Policy to protect your data.

Investigate and Respond

Octopus Australia will attempt to resolve all complaints within 10 working days of receiving the original complaint. However, when this is not possible, for example further investigations are required or are on-going, the Community Engagement Manager will notify the complainant that further time is required. The Community Engagement Manager will maintain communication with the complainant during the investigation process.

Resolve and Close

Octopus Australia will communicate the outcome of the complaint using the most appropriate method:

- What actions were undertaken in response to the complaint
- The outcome
- The reasons decisions have been made
- Any remedy or resolutions that have been offered
- Information about other remedies that may be available to the complainant.

If the complainant accepts the resolution informed, the Community Engagement Manager will close out the complaint.

Escalation

If the complainant does not accept the resolution, the complainant may request an internal review. Internal reviews will be completed by a member of the project leadership team and, if

necessary, our legal counsel. Octopus Australia will respond in writing and provide information about how we've investigated the complaint and reached an outcome.

If the complainant does not accept the resolution informed following the internal review, Octopus Australia will provide information on how to escalate the complaint and seek an external review via the Australian Energy Infrastructure Commissioner.

Australian Energy Infrastructure Commissioner

Mail: PO Box 24434, Melbourne VIC 3001 Phone: 1800 656 395

Email: aeic@aeic.gov.au

An online complaint form can be submitted via <https://www.aeic.gov.au/making-a-complaint>

Closing complaints

Octopus Australia will consider whether a complaint is resolved and/or may close the file at their discretion. Reasons may include where:

- The complainant confirms they have accepted our offered resolution
- The Commissioner has made non-binding recommendations
- The complainant does not provide consent to discuss the complaint or share information
- Where Octopus Australia has not been able to reach a resolution of the complaint and it is considered that further time and effort in handling the complaint will not assist with achieving a resolution
- The complainant advises that they no longer wish to pursue the complaint, or
- The complainant cannot be contacted, or do not respond to requests for further information.

Analyse and Review

All complaints will be classified according to the nature of the complaint. Complaints will be analysed to identify recurring and single incident problems and trends. If it is identified that there are significant recurring complaints, recommendations to implement solutions to reduce or eliminate future recurrence of the problem will be considered and implemented where appropriate.

We will undertake regular reviews and updates of the Complaint Investigation and Response Plan. Reviews will evaluate the performance of the complaint management system, ensure it aligns with any changes in legislation and regulatory requirements, as well as continually improve the effectiveness and efficiency of the system.

The review should also provide information on:

- Conformity to complaint management procedures
- Suitability to achieve complaint management objectives.

Staff Training

The Complaint Investigation and Response Plan will be made available to all Project employees. All employees handling complaints will be provided with training to appropriately receive, record and resolve complaints.