

Complaints Handling Policy

Making a complaint

A complaint can be reported verbally (by telephone or in person) or in writing (by letter, facsimile, email or social media channels) to an Infigen employee or Iberdrola Australia's registry services provider, Link Market Services Limited.

How can you contact Iberdrola Australia to make a complaint?

Individuals can contact Iberdrola Australia in one of the following ways:

Head Office
Level 17, 56 Pitt Street
Sydney NSW 2000
Australia

Phone: +61 8031 9900
Free (within Australia): +61 1800 917 372
Fax: +61 2 9247 6086
or by filling in our online enquiry form.

Wind farms

For wind farm related complaints, please email complaints@iberdrola.com.au

Wind farm related complaints can also be submitted to the Office of the National Wind Farm Commissioner by phone, email or in writing. For more information, please visit www.nwfc.gov.au.

Phone: +61 1800 656 395
Email: nwfc@environment.gov.au

National Wind Farm Commissioner
PO Box 24434
Melbourne VIC 3001
Australia

The complaints process

The complaints process of Iberdrola Australia is as follows:

- (a) the initial response (being the first contact made with the complainant after the complaint is received) for a written or verbal complaint should be provided to the complainant as soon as practicable, and normally within five business days;
- (b) where feasible, complaints are targeted to be resolved within 30 days of being received. Any complaint not resolved within 30 days of being received should be referred to the relevant member of senior management;

(c) once resolution of a complaint has been determined, the complainant should be advised of the decision made in relation to the complaint and any further remedies (e.g. referral of asset related matters to the National Wind Farm Commissioner for facilitation/conciliation) available to the complainant if they are not satisfied with the outcome.

Iberdrola Australia Energy Trust

In respect of the managed investment scheme, Iberdrola Australia Energy Trust (IET):

- (a) if a complaint cannot be resolved within 45 days or the complainant is dissatisfied with the decision, the complainant may have the right to further complain to the external dispute resolution scheme of the Australian Financial Complaints Authority (AFCA);
- (b) all complaints answered in writing will contain the following (or any updated wording advised by AFCA to Iberdrola Australia from time to time) :

Iberdrola Australia Energy RE Limited is a member of an independent dispute resolution scheme, managed by the Australian Financial Complaints Authority (AFCA). If you feel your complaint remains unresolved or you wish AFCA to further investigate your complaint, you can contact AFCA as detailed below:

By telephone: +61 1300 56 55 62

In writing: Australian Financial Complaints Authority – GPO Box 3, Melbourne VIC 3001

By email: info@afca.org.au

Privacy Complaints

If a privacy complaint is not resolved satisfactorily within 45 days of being received and there is no timely prospect of the complaint being resolved, the complainant should be made aware of the Office of the Australian Information Commissioner (OAIC) and the ability of the complainant to make a written complaint to the OAIC pursuant to section 36 (Complaints) of the Privacy Act.

Charges associated with handling complaints

Subject to any statutory requirements, complaints handling will be conducted at no charge to the complainant. A copy of Infigen's Complaints Handling Policy will be made available to complainants on request, free of charge.