



TRANSMISSION  
COMPANY  
VICTORIA

# Enquiry and Complaint Handling Policy – VNI West Project

October 2023

# Important notice

## Purpose and Scope

This document outlines how TCV manages Complaints and Enquiries from stakeholders about the VNI West Project.

This document is relevant to the Victorian portion of the VNI West Project only. It does not apply to stakeholders affected by the VNI West Project outside of Victoria.

Transgrid will be responsible for the delivery of VNI West Project activities within New South Wales and will be subject to its own complaints and dispute resolution procedure. If you are a stakeholder affected by the VNI West Project in New South Wales, please refer to Transgrid's feedback and complaints webpage at <https://www.transgrid.com.au/contact-us/feedback-and-complaints>.

## Disclaimer

This document or the information in it may be subsequently updated or amended.

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## Version control

Version	Release date	Changes
1.0	31 October 2023	First Release



# Complaint Handling Policy

## 1. Introduction and definitions

TCV recognises the role we play within local communities in Victoria, and the impact our activities can have on landholders, communities, and families.

We value feedback.. To ensure we can appropriately respond to Complaints and Enquiries, this policy guides how we keep records of Complaints and Enquiries, how we assess Complaints and Enquiries, and how we respond to Complaints and Enquiries, in relation to the VNI West Project.

TCV recognises it is vital that there is a clear path to lodge a Complaint and that there is confidence the Complaint will be considered and responded to fairly, with respect and in a manner which is timely and consistent. We do not discriminate against anyone as a result of that person making a Complaint.

TCV is committed to effectively engaging with community members who seek our advice and assistance,.

### Landholders and this policy

Involved landholders will be provided a dedicated Landholder Liaison, and we encourage all landholders to make any Complaints or Enquiries directly to their Landholder Liaison.

TCV is committed to complying with the Essential Services Commission Land Access Statement of Expectations and the Land Access Code of Practice (once in force).

### Definitions

**Complaint** means an expression of dissatisfaction about an action, proposed action or a failure to act by TCV, its employees or contractors in relation to the VNI West Project.

**Dispute** means a disagreement with the outcome or resolution of a Complaint.

**Enquiry** means a request for general information about the VNI West Project.

**Landholder** means a landholder (both owners and occupiers) within Victoria that is impacted and/or engaged by TCV and its representatives with respect to the VNI West Project.

**TCV** means Transmission Company Victoria Pty Ltd.

**VNI West Project** means the planning and development of the Victoria to New South Wales Interconnector West. This policy and TCV's operations apply only to the Victorian component of this project.

## 2. Objectives

The objective of this policy is to embed a fair, effective and efficient Complaints and Enquiries management process within TCV for the VNI West Project, which:

- aligns with our business values, vision and strategic objectives;



- applies to all individuals or organisations who wish to make a Complaint, Enquiry or Dispute relating to the VNI West Project;
- reflects industry practice and aligns with the Australian Standard AS ISO 10002-2022 'Customer Satisfaction – Guidelines for complaints handling in organisations'; and
- is supported by corporate policies and procedures of TCV's parent company, the Australian Energy Market Operator (AEMO).

## Our guiding principles

This policy is guided by being:

- **Accessible:** We aim to make information about how to make a Complaint or Enquiry easily accessible for all stakeholders impacted by the VNI West Project;
- **Transparent:** We give reasons for our response to Complaints and provide options to appeal or escalate;
- **Accountable:** We will remain accountable for the Complaints and Enquiries process and the actions undertaken in following this process;
- **Objective:** We consider every Complaint or Enquiry equally and treat all stakeholders with respect;
- **Visible:** We provide information to stakeholders about the Complaint and Enquiries process when they are initially engaged and on our website. Stakeholders will also be kept informed of the status of their Complaint or Enquiry;
- **Responsive:** We aim to be responsive to Complaints and Enquiries including meeting timeframes that are set down for acknowledgement, response and resolution of Complaints and Enquiries; and
- **Confidential:** We keep all information about Complaints and Enquiries that has been made available to us through the Complaints and Enquiries process confidential. We will only collect information required to resolve the Complaint or Enquiry. We will not discuss information about a Complaint or Enquiry with anyone outside those who are required to help resolve the Complaint or Enquiry or need to be kept informed for accountability purposes.

We are also committed to continuous improvement. Where a Complaint or Enquiry results in a learning that can be applied more broadly across the VNI West Project, we will communicate the learning throughout our organisation to the relevant people.

## Privacy

To the extent we collect personal information (as defined under the *Privacy Act 1988* (Cth)), TCV is committed to handling personal information in accordance with the *Privacy Act 1988* (Cth). Information about how we handle personal information is provided in the AEMO Privacy Policy, available at: <https://aemo.com.au/en/privacy-and-legal-notices/privacy-policy>.



## 3. Complaints

### Who can make a Complaint?

We will investigate all Complaints from stakeholders that are impacted and/or engaged by TCV and its representatives in connection with the VNI West Project.

### How to make a Complaint

A Complaint can be made to us by phone, email or by letter. Enquiries can be made to us by phone or email.

Before making a Complaint (or Enquiry), we encourage you to visit the VNI West Project website at [www.transmissionvictoria.com.au](http://www.transmissionvictoria.com.au). It is possible that our website may have the information you are seeking.

#### By phone

Contact our Community Engagement Team on the toll-free hotline 1800 824 221.

#### By email

Email your Complaint (or Enquiry) to [enquiries@transmissionvictoria.com.au](mailto:enquiries@transmissionvictoria.com.au).

#### By letter

Post your Complaint to:

Manager Project Stakeholder and Community Engagement  
GPO Box 2008  
Melbourne VIC 3000

### Information to include

If you are making a complaint, to assist us ensure timely and effective resolution of your Complaint, please provide us with the following information:

- your name;
- your address;
- your contact details, including telephone and email;
- the name of the TCV project;
- the approximate distance of the TCV project to your dwelling;
- the Complaint you wish to make;
- the basis of the complaint;
- evidence in support of the complaint, including relevant dates;
- a summary of any current or previous attempts to resolve the Complaint, including relevant correspondence from you, TCV and any other parties to the Complaint;
- the practical outcomes you are seeking in a resolution to the Complaint;



- your written permission for TCV to discuss the Complaint with other parties relevant to the Complaint;
- any other information that may assist us in attempting to understand the Complaint and approaches for its resolution; and
- if you are acting as a nominee for another party.

You may contact TCV for assistance and questions that you may have in preparing the materials to lodge a Complaint.

## 4. Our commitment to respond

TCV will maintain a record of your Complaint or Enquiry when it is received and provide you with a reference number.

If the Complaint or Enquiry is urgent (for example, poses a risk to safety or security), please make this clear in your complaint and, where possible, telephone us immediately to advise. We will prioritise urgent Complaints or Enquiries based on the information that is provided to us.

We are committed to managing stakeholders' expectations, and will provide the following information as soon as practicable:

- the expected timeframes for our actions, relative to the Complaint lodged or Enquiry made;
- the progress of the Complaint or Enquiry and reasons for any delay; and
- your likely involvement in the process and any further information we may need from you.

TCV will respond via email unless advised otherwise.

### Acknowledgement

We will acknowledge receipt of all Complaints or Enquiries as soon as practical, and will provide you with a reference number for your Complaint or Enquiry as required.

### Addressing Enquiries

We will make best efforts to respond and address Enquiries at the first point of contact and aim to complete responses to all Enquiries within five business days.

### Resolving Complaints

We will work to resolve all Complaints in a timely manner. The time required to resolve a Complaint will depend on the complexity of the complaint. As required, we will keep you regularly informed of timeframes, the estimated time to respond to the complaint and advise the relevant contact person.

TCV will consider a Complaint closed under a range of circumstances, including where:

- the complainant confirms that they have accepted an offered resolution;
- information has been provided that addresses the questions or issues raised;



- the complainant does not provide consent for us to discuss a Complaint or share information, preventing our ability to assist in achieving a resolution; or
- the complainant advises that they no longer wish to pursue the Complaint.

You will be advised of the outcome of the complaint in writing, including the reasons for the decision and any action to be taken.

## Respect

We expect that all parties to a complaint will communicate with us and with each other in a professional, courteous and non-threatening manner. We take a serious view of communications that contain offensive, rude, abusive or threatening material. In these cases, at TCV's discretion, we may take a number of steps, including:

- suggesting that a party only communicate to TCV in writing;
- editing information that we have received to remove offensive or abusive comments;
- not responding to communications that contain inappropriate, offensive or abusive comments
- stop handling the complaint; or
- reporting issues of concern to a higher level of management or to an external agency or regulator, the police or a law enforcement agency.

Additionally, all TCV staff are subject to our internal Code of Conduct.

## 5. Complaint escalation

If a Complaint cannot be resolved to your reasonable satisfaction you may request your Complaint be reviewed by the VNI West Project Director.

If the Complaint remains unresolved after review by the VNI West Project Director, you may request that the Complaint is escalated to a TCV Senior Executive.

If, after escalating your complaint, you remain dissatisfied, you may contact the Energy & Water Ombudsman of Victoria (EWOV) or the Australian Energy Infrastructure Commissioner (AEIC), the details of which are below.

If the Complaint relates to an agreement between a Landholder and TCV (such as an Access Agreement or Option for Easement), the Landholder may also refer the Complaint to the dispute resolution process contained in that agreement.

### Energy & Water Ombudsman of Victoria (EWOV)

All Victorians have the right to contact EWOV at any time for independent advice and assistance related to complaints in the electricity sector. EWOV is an independent and impartial dispute resolution service, and it is free to contact EWOV and lodge a complaint or seek advice on an issue. EWOV generally considers matters related to electricity bills and connections, and also considers complaints related to an electricity provider accessing private land.

**EWOV's contact details**

Free call: 1800 500 509

Free fax: 1800 500 549

Online: [www.ewov.com.au](http://www.ewov.com.au)

Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

Mail:

Energy & Water Ombudsman of Victoria

Reply Paid 469

Melbourne VIC 8060

**Australian Energy Infrastructure Commissioner (AEIC)**

The Australian Energy Infrastructure Commissioner facilitates the resolution of complaints, including landholder and community concerns, about planned and operating wind farms, solar farms, energy storage facilities and new large-scale transmission projects.

**AEIC Contact Details**

Free call: 1800 656 395

Online: <https://www.aeic.gov.au/>

Email: [aeic@aeic.gov.au](mailto:aeic@aeic.gov.au)

Mail:

Australian Energy Infrastructure Commissioner

PO Box 24434

Melbourne VIC 3001