



Complaint Form

Today's Date:

Your contact details

Your name:

Your address:

Your phone number:

Your email:

Are you lodging this on behalf of someone else? ☐ Yes (we will follow up with you about consent)

Complaint Information

Type of project: ☐ Wind farm ☐ Solar farm ☐ Energy storage (battery) ☐ Transmission
☐ Hybrid (combination of technologies)

What is the name and location of the project?

Is the project? ☐ Operating ☐ Proposed

Approximately how far is the facility from your house? (E.g. nearest operating or proposed turbine, proposed transmission line etc.)

Please provide details of the complaint you wish to make:

Briefly describe what your complaint is about. You may wish to include information such as:

- When you first became aware of / got concerned about the project
- How you are/will be impacted
- Your history with the parties involved in the complaint
- Others you have consulted (e.g. experts)

Have you tried to resolve this complaint with any other parties (e.g. developer/regulator?)

☐ Yes ☐ No *We always recommend that you try to resolve this with the proponent first, or with relevant regulators*

If yes, please provide a brief summary unless already included above

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What would you like the AEIC to help with? What specific outcomes you are hoping to achieve?

For example, we can help you get project details. We can improve communication with the company. We can share basic information about renewable energy. We can connect you with the right state regulators. AEIC cannot stop projects from going ahead.

Is there anything else we should know to help resolve your complaint for eg Best time to contact during business hours, preferred contact method: [enter text]

Information sharing consent

I/we give approval for the Office of the Australian Energy Infrastructure Commissioner to share information that I/we provide to the Office with other relevant parties for the purposes of handling my/our complaint.

☐ Yes ☐ No (outline why) [enter text]

Note: we may be unable to help with your complaint if we do not have your consent to share your information. Please contact the Office if you wish to discuss this.

Submitting your complaint

To submit your complaint please:

- Save the completed form
- Email it to aeic@aeic.gov.au along with any evidence or supporting documents you wish to provide.

Further information about making a complaint is available at www.aeic.gov.au