

# Complaints Handling Policy (Australia)

## Cubico Sustainable Investments

### Our commitment

Cubico is committed to working openly and respectfully with communities. We manage Complaints fairly, transparently and in a timely manner across all stages of our renewable energy projects. Our approach aligns with Australian Standard AS 10002:2022 – Guidelines for Complaint Management in Organisations.

### What this policy covers

This policy applies to Complaints about Cubico’s projects during development, construction and operations. It does not apply to general enquiries or feedback.

### What is a Complaint?

A Complaint is any expression of dissatisfaction about our activities, projects or operations.

### How to make a Complaint

You can contact us at any time:

**Phone:** 1800 28 24 26

**Email:** [australia@cubicoinvest.com](mailto:australia@cubicoinvest.com)

**Mail:** Level 29, 88 Phillip Street, Sydney NSW 2000

Complaints may be submitted anonymously, although this may limit our ability to respond. Translation and accessibility support is available on request.

## How Cubico manages Complaints

### 1. Acknowledgement

We aim to acknowledge Complaints promptly:

- **In person:** immediately where possible, or within 2 business days
- **Phone:** immediately where possible, or within 3 business days
- **Written (email, SMS or mail):** within 10 business days.

If a Complaint is received outside business hours, timeframes are calculated from the next business day.

### 2. Assessment and response

Each Complaint is recorded and assessed by the appropriate team. We aim to resolve Complaints as efficiently as possible, generally within 10 business days. Where a Complaint is complex and additional time is required, we will keep the complainant informed of progress and expected timeframes.

### 3. Investigation and communication

Where required, we may investigate the Complaint further and consult with relevant stakeholders or third parties. We will maintain regular communication with the complainant throughout the process.

### 4. Privacy and confidentiality

Complaints are handled confidentially in accordance with [Cubico's Privacy Policy](#). Complainant's personal information is not shared without consent unless required by law.

### 5. Closure

A Complaint will be closed when any of the following outcomes occur:

1. the complainant confirms they are satisfied with the outcome;
2. the complainant chooses not to proceed;
3. contact cannot be established with the complainant;
4. further action is unlikely to result in resolution; or

if, despite Cubico's best efforts, a mutually satisfactory outcome between Cubico and the complainant cannot be reached, the Complaint may be escalated for review.

### Escalation

If a Complaint cannot be resolved, it may be escalated internally for further review. Members of the public may also contact the Australian Energy Infrastructure Commissioner (AEIC), an independent body that reviews Complaints about renewable energy infrastructure projects.

### **Respectful engagement**

Cubico is committed to respectful engagement. Where behaviour presents safety, wellbeing or fairness concerns, we will take appropriate steps to manage interactions while continuing to seek a fair outcome. To address unreasonable Complaint conduct, Cubico will apply the approach set out in [Managing Unreasonable Conduct \(NSW Ombudsman, 2012\)](#), a procedure adopted across all ombudsman offices in Australia.

### **Continuous improvement**

We record and monitor Complaints to identify trends and improve our projects and community engagement practices.