

Vestas Development Enquiries and Complaints Handling Policy



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Introduction

Vestas Development Australia (Vestas) is committed to managing all enquiries and complaints in a timely, transparent and respectful manner.

A fundamental component of community engagement is to provide clear opportunities for stakeholders to provide feedback, ensuring feedback is genuinely considered, and responding in a fair and timely manner.

The Vestas Enquiries and Complaints Handling Policy (the Policy) outlines how Vestas will manage enquiries and complaints and underlines Vestas's commitment to best practice community engagement. As part of our commitment to transparency, Vestas will ensure this policy will be accessible to the public and displayed on our project websites.

This Policy applies to enquiries and complaints related to Vestas' Australian development projects. All enquiries and complaints will be linked to the relevant Vestas development project to ensure accurate project-level tracking, reporting and follow-up. All Vestas staff and contractors on Vestas development projects in Australia are expected to uphold this Policy.

Objectives

The primary objectives of this Policy are to

- Provide stakeholders with clear and accessible opportunities for feedback.
- Establish a fair, transparent and consistent process for managing enquiries and complaints.
- Ensure complaints and enquiries are addressed and resolved in a timely and effective manner.

Definitions

Complaint

An expression of dissatisfaction made about the Project or organization where a response or resolution is explicitly or implicitly implied.

Enquiry

Question/s made by a stakeholder that explicitly requires a response but is not a complaint.

Feedback

Feedback can be positive or negative or neutral and may include local knowledge, ideas, opinions and concerns.

Approach

Vestas' approach for the handling of enquiries and complaints is to:

- Manage personal and private information in accordance with the Australian Privacy Act (1988).
- Ensure fair treatment for all individuals who provide feedback or lodge enquiries or complaints.
- Address enquiries and complaints objectively and without bias.
- Provide clear communications about expected timeframes and process steps

Principles

Vestas commits to the following principles for managing enquiries and complaints:

- **Accessibility** - information on how to lodge enquiries or complaints is easy to find and use.
- **Responsiveness** - enquiries and complaints are acknowledged promptly, and stakeholders are kept informed throughout the process.
- **Fairness** - enquiries and complaints are addressed fairly based on the available evidence.
- **Consideration** - all relevant circumstances and information related to an enquiry or complaint are considered.
- **Stakeholder-focused approach** - stakeholder needs and concerns are prioritised in resolving enquiries and complaints.
- **Confidentiality** – the privacy of all complainants and stakeholders is protected and respected.
- **Continual improvement** - ongoing review and improvements will be made to the Enquiries and Complaints Handling Policy to reflect stakeholder feedback and best practice.

Process

Vestas' enquiries and complaints handling process is outlined below.

Receiving enquiries and complaints

Enquiries or complaints for each Vestas project may be lodged through several communication channels:

- In person, at a community drop-in/ information session;
- In person, at a project shopfront;
- Online through the contact section on each Vestas project website;
- Via a project's dedicated 1800 project telephone number;
- Via a project's dedicated project info@ email; or
- By telephone, email or post to Vestas corporate office.

The website and dedicated project telephone number and email are monitored by the relevant project teams.

Vestas will record enquiries, complaints and stakeholder interactions in its designated cloud-based stakeholder management system for each project. Records will be linked, where appropriate, to the relevant stakeholder contact and enquiry/complaint case to support tracking, follow-up, reporting and auditability.

The record will include the community concern, complaint theme/s and any unresolved material issue/s.

The following information will therefore be recorded:

- Name of the stakeholder
- Address of the stakeholder
- Contact details of the stakeholder
- Date and time the enquiry or complaint was made
- Nature and summary of the enquiry or complaint
- Details of the enquiry or complaint
- Any supporting written material or photos provided and the particular issue.

Personal information will be managed in accordance with Australia's Privacy Act (1988).

The enquiry or complaint is assigned to a team member for follow-up through to closure. Timeframes for each stage may be monitored to support timely resolution and continuous improvement.

Vestas requests that stakeholders treat Vestas employees, contractors and associated stakeholders with courtesy and respect. To ensure the enquiry or complaint is processed as efficiently as possible, Vestas requests that information provided is accurate, clear and complete, and that stakeholders respond to any reasonable requests for further clarity or details.

Acknowledgement and response

Vestas will acknowledge all enquiries or complaints within two business days and aims to resolve enquiries or complaints within ten business days.

Complex matters may take longer to resolve. Vestas will aim to resolve complaints that require substantive investigation within 30 days. In such cases, the project team will advise the stakeholder of revised timeframes and provide updates as appropriate

Table 1: Response timeframes

Type of contact	Initial response	Target resolution
Complaints concerning safety or worker behaviour	Within 24 hours	Within 10 business days
Other complaints	Within 2 business days	Within 10 business days or within 30 days when substantive investigation required
General enquiries and feedback	Within 2 business days	As appropriate

Closing out the enquiry or complaint

Vestas aims to resolve enquiries or complaints to the satisfaction of all parties. This may necessitate ongoing communication and follow-up with the stakeholder. Details of all stakeholder interactions will be recorded in the cloud-based stakeholder management database.

Should a complainant behave in an unreasonable or abusive manner during this process, Vestas may close out the enquiry or complaint at that point in time. Examples of unreasonable behaviour may include harassment, threats, abusive language, or knowingly providing false information.

Escalation and unresolved complaints

Vestas acknowledges that, even after a considered evidential response, the stakeholder may not feel satisfied.

The stakeholder may request the matter be escalated within Vestas. Escalation will be directed to a senior member of the project team or a designated complaints lead, and this process will be triggered within two working days. The time required to resolve an escalated issue will depend on the nature and complexity of the enquiry or complaint. However, Vestas will aim to resolve complaints that require substantive investigation within 30 days. The stakeholder will be provided with regular updates throughout the process.

If the issue still cannot be resolved, and Vestas is satisfied that all reasonable process has been undertaken, Vestas acknowledges the stakeholder can be referred to the Australian Energy Infrastructure Commissioner (AEIC) for independent review or to a State ombudsman or that this may be initiated by the stakeholder themselves.

Feedback and review

Vestas welcomes feedback and commits to respectfully considering all feedback provided. Feedback received will help inform ongoing improvements to our enquiries and complaints handling processes and ensure our approach continues to align with stakeholder expectations and industry best practice.

This Policy will be reviewed regularly and updated as required. Vestas may review complaint and enquiry handling performance, including acknowledgement timeframes, resolution timeframes, case status, repeat issues, escalation trends and closure outcomes, to identify opportunities for improvement.

Information Handling

All information received by Vestas for the purpose of handling enquiries or complaints will be managed in accordance with the Australian Privacy Act (1988). Furthermore, enquiry, complaint and stakeholder interaction records will be retained and deleted in accordance with Vestas' data retention requirements and applicable legal, regulatory and project approval obligations.