

Complaints and Enquiries Policy

Our commitment is to provide timely, accurate and consistent responses to all complaints and enquiries related to Transgrid operations and services.

Transgrid recognises the definition of a complaint as defined by the Australian Standard AS ISO 10002-2006 Customer Satisfaction – Guidelines as follows:

“A complaint is an expression of dissatisfaction made to an organisation, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.”

An enquiry is defined as a customer/stakeholder interaction with Transgrid that requests information through nominated enquiry channels.

Guiding principles

Our complaints and enquiries management process is informed by principles in our [Community Engagement Policy](#), specifically our policy is to be:

- **Accurate and timely** – we will provide accurate information at each stage of project planning and works delivery so that you can contribute meaningful feedback and share your concerns and interests.
- **Genuine** – we will be open, honest and transparent with you. We will tell you what is and isn't on the table and the reasons why.
- **Close the loop** – we will seek to understand and act on what is important to you and your community and we will actively listen to you. We will let you know what we have heard and provide you with clear feedback on how we have responded and why.

We work with the communities in which we operate in a meaningful, accountable, responsive and equitable way through effective and inclusive practices.

Our commitment to respond

We aim to resolve all complaints and enquiries at the first point of contact. However, there are some instances where this is not possible and further investigation may be required. In these instances, we will aim to acknowledge receipt of the complaint or enquiry within **2 business days** and provide a resolution/response within **10 business days**.

Should we be unable to meet these timeframes, we will advise of our suggested course of action and timeframe, as well as the name of a contact person for any further queries regarding the matter.

As a general rule, Transgrid will respond via the same channel as the complaint or enquiry is received unless advised otherwise.

For more details on our complaints and enquiries management process, please see our [guidelines](#).