

**PLANNING and ENVIRONMENT ACT
CASEY PLANNING SCHEME**

PERMIT NO. PA2101362-2

Condition 14

MODIFIED ENDORSED PLAN

Sheet 1 of 8

Signed:  for
MINISTER FOR PLANNING
Date: 30 October 2025

Complaint Investigation and Response Plan

RBESS (RANGEBANK BATTERY ENERGY STORAGE SYSTEM) PROJECT

REVISION NUMBER

01

RELEASE DATE

JUL 2025

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AUDIENCE

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CONTACT INFORMATION

FLUENCE SUPPORT CONTACT NUMBERS Contact Fluence Support Services 24 hours a day, 7 days a week:		
Technical Support	+1-703-635-7631	support@fluenceenergy.com
Emergency During Transport (for spills, leakage, damage)	Toll Free: +1-800-424-9300 (Reference CCN: 1014438)	Fluence Chemtrec Services
Emergency On-Site	Contact site personnel	



Revision History

Revision	Date	Author	Reviewer	Approver	Change Summary	Pages
01	JUL 2025	A. Houston	J. Menassa	A. Paul	Initial	All



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1. Complaints Investigation and Response Plan

1.1 Purpose and Scope of Plan

The Complaints Investigation and Response Plan establishes the procedures for Fluence, acting as the Service and Maintenance Agreement (SMA) Contractor for Rangebank BESS, to effectively address complaints. This plan provides a formal avenue for local stakeholders to submit concerns, ensuring that each complaint is managed promptly, impartially, and consistently.

Its scope encompasses all complaints received from external parties such as local community members, regulators, and the public regarding site operations and related activities. Compliments, feedback, and complaints may be submitted in various formats, including written correspondence, electronic communications, telephone calls, or face-to-face interactions.

This plan is based on the principles of AS/NZS 10002:2014 and fulfills the requirements of Planning Permit reference PA2101362-1.

1.2 Policy Principles

The Rangebank BESS operational team is committed to the Complaints Management System founded on the following principles:

- **Transparency and Accessibility:** The process of making a complaint is clear, simple, and readily available to all stakeholders via the project website and a dedicated phone line. All contact information is publicly available.
- **Responsiveness:** All complaints will be acknowledged promptly and assessed for priority. Complainants will be kept informed of the progress of their complaint.
- **Objectivity and Fairness:** All complaints will be managed in an impartial and unbiased manner. The process will ensure procedural fairness for all parties.
- **Confidentiality:** The privacy of complainants is respected. Personal information is handled in compliance with all relevant privacy laws and ethical obligations. Information is only shared with those directly involved in the complaint resolution process.
- **Continuous Improvement:** Data gathered from complaints is used to inform and improve operational policies and processes. The complaint management system will be regularly reviewed to ensure its effectiveness.



2. Registering and Managing Complaints

2.1 Responsibilities

Role	Responsibilities
Senior Management	Responsible for promoting a culture that values effective complaint resolution and continuous improvement. They will review complaints data and ensure recommendations are implemented.
Site Manager	Oversees the day-to-day implementation of this CIRP and ensures all staff are aware of and adhere to the procedures.
Designated Complaint Handling Personnel	The primary point of contact for receiving, registering, and managing complaints. Responsible for liaising with complainants and internal staff to facilitate resolution. He/ She will demonstrate exemplary complaint handling practices gained through appropriate ongoing training, support and collaboration.
All Employees	Expected to be aware of the complaints handling procedures and to promptly refer any received complaints to the Designated Complaints Officer.

2.2 Complaints Handling Procedure

The following procedure ensures a consistent and compliant approach to every complaint:

2.2.1 Receipt of a Complaint

Complaints can be made via the project website, a dedicated toll-free phone line (1800 954 615), or in writing to the site office. All complaints received by phone or in writing must be logged into the Complaints Register.

2.2.2 Acknowledgement and Registration

All complaints will be registered in the Complaints Register (refer to Appendix A). A receipt number will be issued to the complainant. An acknowledgment of the complaint will be sent to the complainant within one (1) business day of receipt, providing the receipt number and the expected timeframe for a response.

2.2.3 Investigation and Response

- The Designated Complaints Officer will conduct an initial assessment of the complaint to determine its severity, complexity, and potential impact.
- The complaint will be investigated impartially, gathering all necessary information from relevant parties.
- A written response will be provided to the complainant within five (5) business days of acknowledgement, outlining the findings of the investigation and the proposed resolution.

- If the issue cannot be resolved within this timeframe, the complainant will be advised of the delay and the reason for it. An updated timeframe for resolution will be provided.

2.2.4 Closure

- Once a complaint has been investigated and a resolution has been implemented, the complaint will be formally closed.
- The Complaints Register will be updated to document the outcome of the investigation, the actions taken, and the effectiveness of the resolution.

2.2.5 Documentation and Reporting

The Complaints Register will be maintained as a controlled document. The register will, at a minimum, record:

- Receipt/Item Number for the complaint.
- Time and date of the incident and operational conditions.
- Complainant's name and contact information (if provided).
- Issues raised by the complainant.
- Outcomes sought by the complainant.
- Process for investigation and actions taken.
- Effectiveness of the resolution.



A complete copy of the Complaints Register must be provided, along with a reference map of complaint locations, to the Minister for Planning annually or upon request.

2.2.6 Continuous Improvement

Data gathered from complaints shall be used to inform and improve Fluence operational policies and processes. This plan will be regularly reviewed to ensure its effectiveness.

2.2.7 Contact

The below contact details are available for any enquiries or complaints regarding the project:

Via the projects web site <https://shellenergy.com.au/decarbonisation/projects/rangebank-bess-project/>

Or

Via the phone number **1800 954 615**

Or

Via the email address support@fluenceenergy.com

Appendix 1 - Example Complaints Register

Rangebank BESS Contact Register (via Email and Telco 1800)

Website <https://shellenergy.com.au/decarbonisation/projects/rangebank-bess-project/>

Project Phone 1800 954 615

Contact email support@fluenceenergy.com

Receipt number	Date	Time	Name	Address	Company	Phone	Email	Message	Received by	Date of Reply	Name of Responder	Method	Response / Comments	Status
1														
2														
3														
4														
5														
6														
7														
8														
9														
10														
11														
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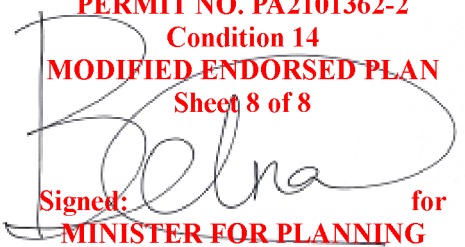
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