

Girgarre Solar Farm – Complaints Handling Procedure

Revision Control

Revision	Date	Description	Prepared by	Reviewed by	Approved by
V0001	16.06.25	First Release	G. Scataglini	C. Barry	C. Barry
V0002	09.10.25	Second Release	G. Scataglini	C. Barry	C. Barry

Potentia Energy Background:

Potentia Energy (previously Enel Green Power Australia) is a joint venture entity co-owned by Enel Green Power and INPEX.

Potentia Energy currently owns and operates 899MW of renewable assets and 226MW under construction. The company has also secured a pipeline of 8+ GW across all technology types and jurisdictions.

In addition to the above, the company has also recently acquired controlling stakes in a significant portfolio of over 1 GW renewable assets across Australia.

The geographically and technologically diverse portfolio comprises approximately 700 megawatts (MW) of operational wind and solar assets alongside more than 430 MW of late-stage developments.

Project Background:

The 93 MW Girgarre Solar Farm is located approximately 50 km west of Shepparton in Victoria.

The Solar Farm comprises of approximately 169,000 photovoltaic (PV) modules and related civil and electrical infrastructure. The Solar Farm produces approximately 200 GWh, powering over 43,000 Victorian homes each year.

The relevant Development Approvals for the Girgarre Solar Farm have been obtained from the Campaspe Shire Council. The Approvals set out conditions that must be complied with in undertaking the development. The conditions cover construction, operation, decommissioning, and administrative matters.

Introduction

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Girgarre Solar Farm takes all complaints seriously and aims to acknowledge and resolve complaints in a timely manner.

What is a complaint and who can make a complaint.

A complaint is an expression of dissatisfaction made to or about Girgarre Solar Farm, related to its services or staff, where a response or resolution is explicitly or implicitly expected or legally required.

We acknowledge that anyone has a right to lodge a complaint and we will ensure that all the complaints we receive will be managed respectfully, objectively, and efficiently. At times, clarification may be required regarding whether a stakeholder is lodging a complaint rather than an enquiry.

How to lodge a complaint

- Project webpage Complaints portal: [Potentia Energy | Complaints portal](#)
 - select “File a complaint”
 - select “Complaint” as the Type
 - select the relevant project from the drop down menu
- Email: girgarresolar@potentiaenergy.com.au
- Call: 1800 841 640
- Writing to Potentia Energy: Suite 23.05, One International Towers 100 Barangaroo Ave, Sydney NSW 2000.

What happens after a complaint is lodged

Where complaints are received in person, via telephone or email, we aim to provide an acknowledgement and initial response immediately if possible, or the next working day. Where complaints are received by post, we aim to provide acknowledgement and initial response within five working days.

Following this, the project team will assess the complaint and coordinate an investigation (if required) and propose resolution measures. We aim to communicate the results of investigations and proposed resolution measures within five working days.

Communication of the resolution should typically include:

- actions taken in response to the complaint
- outcome(s) of the complaint
- rationale for any decisions made

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- proposed resolution
- request for feedback from the complainant as whether the information provided has resolved their complaint, and
- information on escalation options available to the complainant if required.

Further investigation of complaints

Where a complainant believes a complaint has not been resolved satisfactorily, the following escalation pathways may be explored:

Campaspe Shire Council

- Website: www.campaspe.vic.gov.au
- Email: shire@campaspe.vic.gov.au
- Phone: 03 5481 2200
- Post: PO Box 35 Echuca VIC 3564

Office of the Australian Energy Infrastructure Commissioner

- Website: www.aeic.gov.au
- Email: aeic@aeic.gov.au
- Telephone: 1800 656 395
- Post: PO Box 24434 Melbourne VIC 3001

Environmental Protection Authority Victoria

- Website: www.epa.vic.gov.au
- Email: contact@epa.vic.gov.au
- Telephone: [1300 372 842](tel:1300372842)

Complaints Register

All complaints will be recorded within an internal Project Complaints Register. This register may be made publicly available and may be provided to regulatory bodies as appropriate. Personal information will be stored and shared in accordance with relevant privacy legislation.

The Complaints Register will include the following details:

- the complainant's name and address (if provided)
- the time and date of the incident
- a receipt number for each complaint

- a description of the complainant's concerns
- the process for investigating the complaint, and the outcome of the investigation, and
- the actions taken to resolve the complaint.

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