

## Quorn Park Solar Hybrid 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 Quorn Park Solar Hybrid Project is located approximately 10 km northwest of Parkes in New South Wales.

The Project will comprise of the construction and operation of a 98 MW photovoltaic (PV) component and 20 MW Battery Energy Storage System component and related civil and electrical infrastructure.

Construction of the Quorn Park Solar Hybrid has commenced in late 2024, and it's anticipated to be fully operational in early 2026.

The relevant Development Approvals for the Quorn Park Solar Hybrid Project have been obtained from the New South Wales Government. The Approvals set out conditions that must be complied with in undertaking the development. The conditions cover construction, operation, decommissioning, and administrative matters.

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## Introduction

Quorn Park Solar Hybrid 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 Quorn Park Solar Hybrid 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: [quornparkhybrid@potentiaenergy.com.au](mailto:quornparkhybrid@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.

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Communication of the resolution should typically include:

- actions taken in response to the complaint
- outcome(s) of the complaint
  
- rationale for any decisions made
- proposed resolution
- request for feedback from the complainant as to 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:

#### **Parkes Shire Council**

- Website: [www.parkes.nsw.gov.au](http://www.parkes.nsw.gov.au)
- Email: [council@parkes.nsw.gov.au](mailto:council@parkes.nsw.gov.au)
- Phone: 02 6861 2333
- Post: PO Box 337, Parkes NSW 2870

#### **NSW Department of Planning, Housing and Infrastructure (DPHI)**

- Website: [www.planning.nsw.gov.au/assess-and-regulate/compliance](http://www.planning.nsw.gov.au/assess-and-regulate/compliance)
- Email: [compliance@planning.nsw.gov.au](mailto:compliance@planning.nsw.gov.au)
- Phone: 1300 305 695

#### **Office of the Australian Energy Infrastructure Commissioner**

- Website: [www.aeic.gov.au](http://www.aeic.gov.au)
- Email: [aeic@aeic.gov.au](mailto:aeic@aeic.gov.au)
- Telephone: 1800 656 395
- Post: PO Box 24434 Melbourne VIC 3001

#### **Environmental Protection Authority NSW**

- Website: [www.epa.nsw.gov.au](http://www.epa.nsw.gov.au)
- Email: [info@epa.nsw.gov.au](mailto:info@epa.nsw.gov.au)
- Telephone: 131 555
- Post: EPA Head Office, Locked Bag 5022, Parramatta NSW 2124

### **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.

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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.