

## How to use the online complaints portal

### Guidelines

#### What is the online complaints portal?

The online complaints portal is an alternative way to submit an enquiry or complaint to Potentia Energy.

We still accept emails from each project inbox and the 1800 number (see below). The new portal allows you to have better visibility of your complaint and the progress Potentia Energy is making towards resolving your query.

#### How to use the online portal

When you click on the '**Submit a complaint**' on the Potentia Energy website, it will redirect you to an online portal where you can enter your details and a description of your issue.

On the portal landing page you will have the opportunity to '**File a complaint**' or '**Access a complaint**'.



### Complaints portal

Welcome to the complaints portal.

You can use this secure and confidential platform to share a complaint, anonymously or with your name. You'll also be able to follow up on your submission at any time. Regardless of whether you choose to remain anonymous, all submissions are handled with the utmost confidentiality and addressed promptly.

[+ File a complaint](#)

[Access a complaint](#)

If this is a new complaint, please use the '**File a complaint**' button, if you have already lodged your complaint and want to check on the status, you can click the '**Access a complaint**' button.

Note – you will need to recall your Complaint number GR-XXXXX (which was also sent to your email address) and set up a password to be able to log in again to see the progress of your original query.



**Your complaint was successfully submitted.**

Complaint number  
**GR-00200**

If you want to follow up on the complaint you just sent, please create a password

[Create a password](#)

Once you have submitted your complaint, you will see the above screen and an email will be automatically sent to the email you provided. You will have the option to view your complaint on the portal and will need to set up a password to access and review the progress. Your complaint on the portal is private to you only and the team at Potentia Energy.

## Complaint received

The complaint that you sent (**GR-00200**) has been received by our system. You will be notified automatically by email when the person responsible for this request will add a follow-up for you in the portal.

[View complaint](#)

\* This message is sent automatically by our system, any response to this email will be ignored. Please use the online portal to communicate with us.

You can access your complaint at a later stage by following the link sent to your email address, or by clicking the 'Submit a complaint' button from the website.

Enter the complaint number – GR-XXXXX (GR-5 numerical digits) and the password you created.

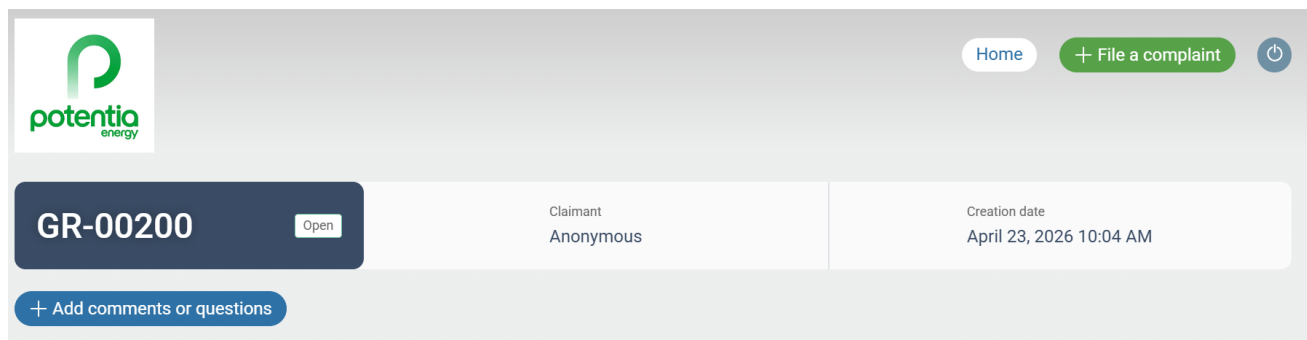
Note: If you did not create a password in the first instance, select 'forgot password?' link which will request for you to enter your email address and a reset link will be sent to your email to set up a new password.



Password successfully reset.

[Access a complaint](#)

Once you have reset your password, you can click 'Access a complaint' where you enter your Complaint number (noted in your email confirmation) and your password and you will be redirected to a summary of correspondence between you and Potentia Energy in relation to your query.



The screenshot shows the Potentia Energy online portal interface. At the top left is the Potentia Energy logo. In the top right corner, there are navigation links: 'Home' (white button), '+ File a complaint' (green button), and a power icon (grey button). Below the navigation bar, there is a complaint summary card for 'GR-00200'. The card has a dark blue header with the complaint number and an 'Open' button. The main content area is divided into two columns: 'Claimant' (Anonymous) and 'Creation date' (April 23, 2026 10:04 AM). At the bottom of the card, there is a blue button that says '+ Add comments or questions'.

You can add comments or questions to the outstanding complaint by clicking the 'Add comments or questions' button (blue). You can also file a new complaint by clicking the 'File a complaint' button (green) in the top right corner of the screen.

If you are having trouble lodging your enquiry or complaint through the online portal, you can also contact us via the following methods:

- Phone: 1800 841 640
- Email: [communications@potentiaenergy.com.au](mailto:communications@potentiaenergy.com.au)