# Complaint Form

Note: if you are making a complaint on behalf of someone else please fill out the form ‘Complaint Form (on behalf of another party)’ or contact our Office on 1800 656 395.

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| --- | --- | --- |
| Today’s Date: [Select date from drop-down calendar] | | |
| Complainant contact details | | |
| Your name: [enter text] | | Your telephone: [enter text] |
| Your address: [enter text] | | Your mobile: [enter text] |
| Your email: [enter text] | | Your business hours telephone: [enter text] |
| Your preferred method of contact:  Phone  Email  Post | | |
| Complaint INFORMATION | | |
| Please indicate the type of facility that you wish to make a complaint about:  Wind farm  Solar farm  Energy storage  Hybrid project (combination of technologies)  Transmission project  What is the name of the proposed or operating project? [enter text] | | |
| What is the approximate distance of the facility or infrastructure to your dwelling? (E.g. nearest operating or proposed turbine, proposed transmission line etc.) [enter text] | | |
| Please provide details of the complaint you wish to make about the facility or project:  [enter text]  Describe what your complaint is about, including any relevant background information. You may also like to include information such as your history with the party or parties involved with the complaint and any previous attempts to resolve the matter directly with the other party. You may also wish to provide details of other parties you may have consulted in support of your complaint (eg. professionals, experts). | | |
| What are the practical outcomes you are seeking in a resolution to the complaint?  [enter text] | | |
| Have you attempted to resolve this complaint with any other parties (e.g. developer/operator)?  Yes  No  If yes, please provide an approximate date you first contacted any other parties: [enter text]  Is there any further background information that you think would assist us in handling your complaint?  [enter text] | | |
| information sharing consent | | |
| Select if yes  Select if no | I/we give approval for the Office of the Australian Energy Infrastructure Commissioner to share information that I/we provide to the Office with other relevant parties for the purposes of handling my/our complaint.  Note: we may be unable to handle your complaint if we do not have your consent to share your information with relevant parties. Please contact the Office if you wish to discuss this. | |
| submitting your complaint | | |
| Please save this completed form and email to [aeic@aeic.gov.au](mailto:aeic@aeic.gov.au) along with any evidence or supporting documentation you may wish to provide. Further information about making a complaint can be found at <http://www.aeic.gov.au> | | |