

Grievance and Complaint Investigation Process

Making a Complaint or reporting a grievance

OX2 takes all complaints seriously and aims to acknowledge and resolve complaints promptly. A complaint is a formal expression of dissatisfaction made to or about OX2, related to its project development, construction, operation, or a staff member.

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.

Complaint investigation process

Following receipt of a complaint, the project team will:

- acknowledge the complaint has been received,
- ask for further information, if thought necessary to help resolve it,
- explain the process and commit to providing a proposed resolution or an update within ten working days.

Communication of the resolution should include:

- what actions were taken in response to the complaint,
- the outcome/s of the complaint,
- the reasons for any decisions made,
- any remedy or resolution offered,
- request for feedback from the complainant as to whether the information provided has resolved their complaint,
- information on other reviews, appeals or avenues available to the complainant.

A complaint will be considered closed when a complainant advises that they consider the complaint resolved. Alternatively, if no response is received from the complainant within ten working days, the complaint will be considered closed.

Complaints register

It may be a requirement of the project approval for all complaints to be recorded in a Complaints Register. This register may be made publicly available and may be provided to regulatory bodies.

Your privacy is very important to us, and your personal information will be kept confidential in line with our privacy policy.