

# Complaints Management System

July 2015

## Complaints Management System

Arrow Energy's Complaints Management System is based on the following principles:

- Arrow Energy is open to feedback and is committed to resolving complaints
- the Complaints Management System will be visible and accessible to all stakeholders
- the receipt of a complaint will be acknowledged in writing within two business days where sufficient contact details have been provided
- each complaint will be addressed in an objective and unbiased manner
- your personal information will only be used for the purposes of addressing your complaint. For all other purposes your information will be actively protected from disclosure, unless you expressly consent to its use
- our complaints process will be reviewed regularly to ensure that we are monitoring our performance and continually identifying areas for improvement.

## How to lodge a complaint

Arrow Energy is committed to managing all complaints in an accountable, transparent and timely way.

Complaints can be lodged by any member of the public, landholders or any other stakeholders.

If you would like to comment about Arrow Energy's operations, activities, projects or staff, you can:

### Contact details

**Call:** 1800 038 856

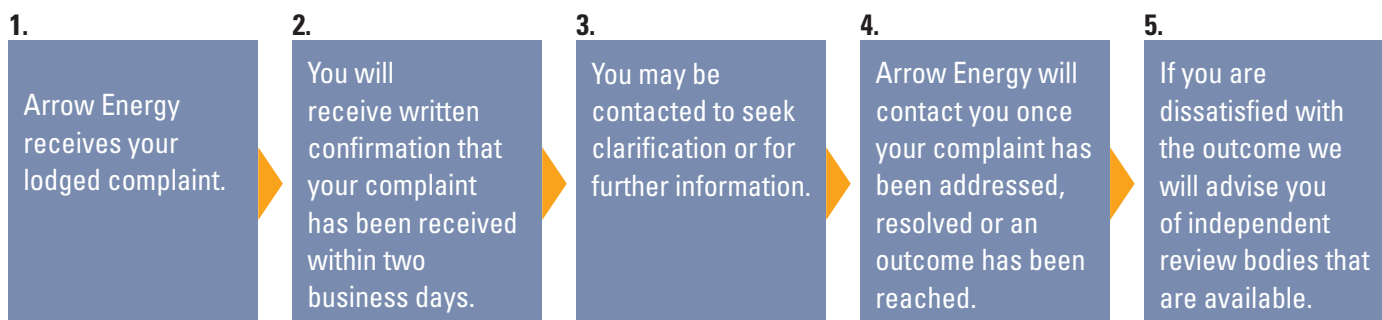
**Email:** [info@arrowenergy.com.au](mailto:info@arrowenergy.com.au)

**Post:** Community Relations Arrow Energy, GPO  
Box 5262, Q 4001

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If we are unable to address your complaint we will refer it to the appropriate agency or party, for example, local council or Government agency.

## Arrow Energy's Complaints Management System Process



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