



# Kilbarrack South BESS

## Grievance Mechanism

### 1. SUBMIT

- Submit your grievance via the email below.
- All grievances will be acknowledged within 3 working days of receipt.
- All information will be kept confidential upon request.

### 2. INVESTIGATE

- Within 3 working days of receipt of your grievance, we will commence an investigation.

### 3. RESPOND

- After completing the investigation of your grievance, we will contact you to share an action plan, which will summarise how your grievance will be addressed.
- We will aim to respond with an action plan within 15 working days of receipt of your grievance.

### 4. ADDRESS

- We will implement the action plan and keep you updated.

**Contact**

[info@kilbarrackflexpower.com](mailto:info@kilbarrackflexpower.com)

