



# Land Access Complaints Policy

April 2024



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# 1 Policy Overview

Marinus Link Pty Ltd (MLPL) understands the importance of engaging with stakeholders throughout the lifecycle of the project to ensure effective and clear communication between stakeholders and the business.

This Policy details how external stakeholders, particularly landholders and occupiers, can engage with MLPL for feedback purposes in relation to MLPL's land access activities.

This Policy has been prepared with reference to the Essential Services Commission Land Access Code of Practice, as at 1 March 2024 (**Code**).

## 2 Who does this Policy apply to?

This Policy applies to external stakeholders of MLPL such as landholders and occupiers, businesses, and members of the community with interests in affected land who wish to make complaints in relation to MLPL's land access activities (defined below).

This Policy also applies to MLPL employees and contractors and makes clear their responsibilities in terms of timeframes and mechanisms for solving complaints.

## 3 Definitions

MLPL is undertaking field surveys and investigations in order to inform the design of its proposed route and to help MLPL identify and mitigate impacts where feasible, and to manage impacts that cannot be prudently avoided. These surveys and investigations include ecology field surveys and geotechnical investigations. In order to undertake these surveys and investigations, MLPL has agreements in place to access private land in Victoria.

MLPL was granted an electricity transmission licence in Victoria in December 2023 and, as a result, has rights to access private land where necessary in accordance with the *Electricity Industry Act 2000* (Vic) and the Code.

Collectively, these activities are referred to as 'land access activities' in this Policy.

In this Policy, MLPL uses the following definition of a complaint:

*A complaint is an expression of dissatisfaction made to MLPL or its contractors related to land access activities, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.*

## 4 Complaints handling process

### 4.1 How to make a complaint

If you have an existing Access Licence with MLPL, please contact your land agent or contact MLPL using the details set out below.

**Phone:**

To speak with a member of our Land Team, please call 1300 765 275.

**Online:**

Please email your complaint to [team@marinuslink.com.au](mailto:team@marinuslink.com.au) or fill in the contact form at <https://www.marinuslink.com.au/contact-us-2/>.

**By post:**

Please address your complaint to:

Head of Communications and Community Engagement,

Marinus Link Pty Ltd

PO Box 606

Moonah Tasmania 7009

### 4.2 Complaint Information

In order to have your complaint resolved as efficiently as possible, it is important that you include the following information in your communications with MLPL:

Your details, including your full name, address of the land to which your complaint relates, and best contact phone number, as well as;

- a description of your complaint;
- any documentation, evidence, or information that you wish to share in support of your complaint;
- any requests or wishes you have for the process and outcome of the complaint.

## 4.3 Timeframe

MLPL is committed to ensuring that complaints are dealt with in an efficient and timely manner.

MLPL will respond initially to complaints within five business days of receipt, with the aim to resolve in an efficient and mutually beneficial way. Where the complaint is complex or requires further investigation, MLPL commits to engaging with the complainant at regular intervals to keep them informed about the progress of their complaint.

## 4.4 Communications

MLPL is committed to communicating respectfully and collaboratively with all stakeholders.

Generally, MLPL will respond to the complaint by the same mode of communication used by the complainant to make the complaint.

In accordance with its regulatory obligations, MLPL will maintain records of all contact with complainants.

Any information that MLPL collects through the complaints process will be collected and maintained in accordance with its Privacy Policy, which is available here: <https://www.marinuslink.com.au/privacy-policy/>.

## 4.5 Escalation

If the complainant is unsatisfied with the response or resolution provided by MLPL there are a number of options available to the complainant:

- the complainant can use the contact details above to request that the complaint be escalated to an Executive Manager within MLPL for review; and
- if the complaint cannot be resolved following escalation, the complainant can contact the Energy and Water Ombudsman Victoria or the Australian Energy Infrastructure Commissioner.

### **Energy and Water Ombudsman Victoria**

If the complainant is not satisfied with the outcome once they have made a complaint to Marinius Link, they may pursue dispute resolution through the Energy and Water Ombudsman Victoria (EWOV), which is an independent and impartial dispute resolution service that is free to Victorian energy and water customers and landholders. EWOV can handle complaints from landholders about MLPL's access to land under section 93 of the *Electricity Industry Act 2000* (Vic) or MLPL's compliance with the Code. EWOV may also handle complaints where EWOV is named as the dispute resolution body in MLPL's land access agreement.

phone: 1800 500 509  
email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)  
website: [www.ewov.com.au](http://www.ewov.com.au)

### **Australian Electricity Infrastructure Commissioner**

The AEIC is an independent role which receives and refers complaints from concerned community residents about wind farms, large-scale solar farms, energy storage facilities and new major transmission projects.

phone: 1800 656 395  
email: [aeic@aeic.gov.au](mailto:aeic@aeic.gov.au)  
online: [aeic.gov.au](http://aeic.gov.au)

## 5 Compliance

All MLPL employees are responsible for complying with this policy, and any breaches of this policy will be treated seriously and may result in disciplinary action being undertaken.

For more information, to lodge a complaint, or to seek information or advice, please contact MLPL directly.

Marinus Link Pty Ltd

1-7 Maria St, Lenah Valley TAS 7008

Email: [team@marinuslink.com.au](mailto:team@marinuslink.com.au)

Phone: 1300 765 275

Web: <https://www.marinuslink.com.au>

## 6 Administration of this Policy

This policy is administered by the Executive Manager, External Affairs team and will be reviewed and endorsed biennially, or when there is a significant change to the legislation or the business that will impact on this Policy. In accordance with the MLPL Delegations Framework this Policy is approved by the MLPL CEO.

Authorisations		
Action	Name	Date
Prepared by	Chloe McCann, Paralegal	January 2023
Reviewed by	Craig Moody, acting Executive Manager, External Affairs	10 February 2023
Authorised by	Stephen Clark, acting Chief Executive Officer	14 February 2023
Reviewed by	Mark Lindsay, A/Head of Communications & C'ty Engagement	18 March 2024
Reviewed by	Caroly Scott, Senior Corporate Council	23 April 2024
Authorised by	Caroline Wykamp, Chief Executive Officer	24 April 2024

Document control				
Date	Version	Description	Author	Approved by
February 2023	0.1	Draft	Chloe McCann	
February 2023	1.0	Version for approval	Carolyn Scott	Acting MLPL CEO
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