

SUPERNODE BESS

ENQUIRIES, FEEDBACK AND COMPLAINTS PROCEDURE

Supernode are committed to working respectfully with the local community. We welcome questions, feedback and complaints, and aim to respond in a timely, transparent and fair way.

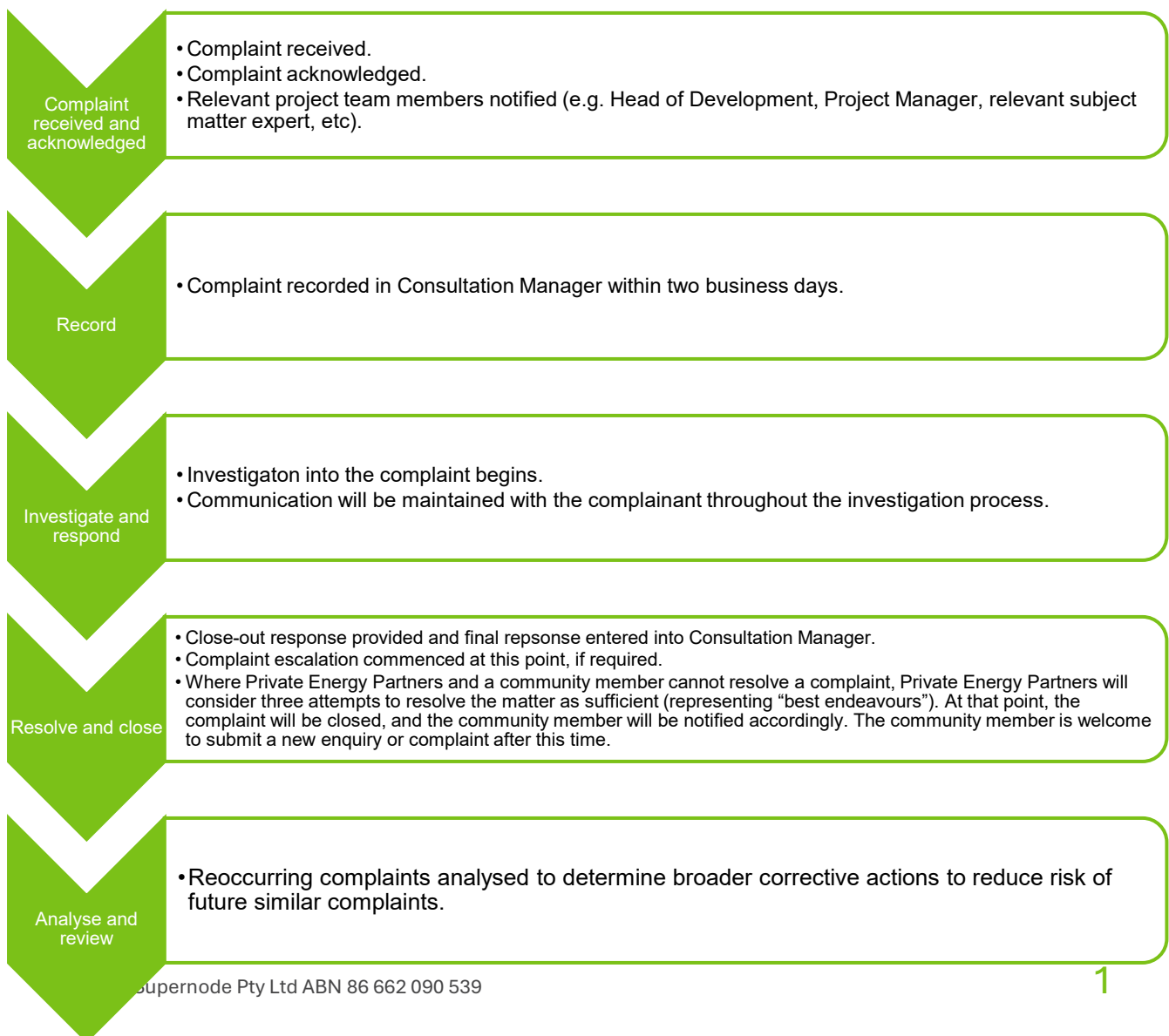
How to contact us

Phone: 1800 940 947

Email: community@supernode.com.au

What happens when the community contact us

- We record the enquiry, feedback or complaint
- We review and investigate the matter
- We respond and work with the stakeholder to resolve it
- We use feedback to improve
- We will record feedback in Consultation Manager





Our response timeframes

- Initial contact: within 1 business day (if we don't receive feedback immediately)
- Full response: within 5 business days
- If more time is needed, we will keep the stakeholder updated

Our commitment

- We listen and treat all feedback seriously
- We act respectfully and fairly
- We protect your privacy
- We continuously improve based on community input

For more information or to provide feedback

If you would like more information about our enquiries, feedback or complaints process, or to provide feedback, you can contact us via:

Phone: 1800 940 947

Email: community@supernode.com.au