

Perigus Energy Community Benefit Fund

Appeals & Complaints Policy

This policy explains how applicants, grantees, near neighbours, and other stakeholders ('you') can:

- Raise a complaint about the operation/administration of the Community Benefit Fund.
- Lodge an appeal against a funding decision or near neighbour determination.

This policy applies to the Community Benefit Funds for all Perigus Energy projects participating in RESS. The RESS policy framework itself is set by the government and is thus out of scope.

Informal Resolution

The easiest and quickest way to resolve your complaint is to email us directly at communitybenefitieu@perigusenergy.com. A representative from Perigus Energy will strive to resolve your issue immediately. If you're unsatisfied with the outcome, please proceed with a formal complaint or appeal.

Complaints Process (Service/Process Issues)

How to Submit:

Email communitybenefitieu@perigusenergy.com with:

- Your name/organisation.
- What happened and when.
- Any supporting evidence.
- What outcome you seek.

Timelines:

- Acknowledgement within 5 working days.
- Outcome within 20 working days (or an explanation will be provided as to why additional time is required). The outcome letter will summarise findings and actions/remedies.
- Examples of possible outcomes include apology, correction of an error, reconsideration of an application, or process improvement.

Appeals Process (Eligibility/Funding Decision Issues)

Who may appeal: the applicant/household directly affected by a decision.

Grounds (one or more): a procedural error, new evidence that was not reasonably available at the time, or the decision was unreasonable/disproportionate considering published criteria.

How to Submit:

Email communitybenefitiek@perigusenergy.com with:

- Your name/organisation.
- The decision you are appealing.
- Grounds for appeal and supporting evidence.

Timelines:

- Submit within 20 working days of the decision notice.
- Late appeals shall be considered only in exceptional circumstances.
- Acknowledgement within 5 working days.
- A representative will be selected to review the appeal. This reviewer will not be the original decision-maker.
- Outcome within 20 working days (or an explanation will be provided as to why additional time is required). The outcome letter will summarise findings and actions/remedies.

Escalations:

We will aim to resolve your complaint/appeal upon initial outreach. However, if you are still unsatisfied with the outcome, it will be escalated to a senior person within Perigus Energy. An outcome should be provided within 20 working days of the escalation, or an explanation will be provided as to why additional time is required.

Record Keeping:

All complaints and appeals will be recorded, and any personal information will be stored securely in line with GDPR. This information will be taken onboard to improve future processes.