

# ENGAGEMENT WITH OUR STAKEHOLDERS

## ARENA service charter

ARENA aims to provide a high standard of service to all its stakeholders, focusing on the achievement of honest and ethical working relationships that are underpinned by genuine consultation and feedback. As the Agency continues to help drive the development and deployment of renewable energy in Australia, it anticipates an increase in the volume of contact with stakeholders. ARENA aims to continue to deliver professional and timely services to an expanded customer base.

## Complaints handling

ARENA has an established internal complaints and review process, and a complaints policy, which allows reviews of ARENA decisions and complaints about service quality to be resolved fairly and simply. ARENA's complaint-handling policy was recently reviewed and updated.

Information on the complaints and review process is available at [arena.gov.au/contact/](http://arena.gov.au/contact/).

## Freedom of information

Australian Government entities that are subject to the *Freedom of Information Act 1982* (FOI Act) are required to publicly publish information as part of the Information Publication Scheme. ARENA's publications covered by the scheme are accessible from the ARENA website at [arena.gov.au](http://arena.gov.au).

There were three requests for information under the FOI Act received in 2017-18.

Information on how to make a request under the FOI Act is available on the Department of the Environment and Energy's website.

Contact details are:

FOI Contact Officer  
Legal Section  
Department of the Environment and Energy  
GPO Box 787 CANBERRA ACT 2601  
Email: [foi@environment.gov.au](mailto:foi@environment.gov.au)  
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## Public interest disclosure

There were no disclosures under the *Public Interest Disclosure Act 2013* in 2017-18.