

# Do you have any complaints or suggestions?

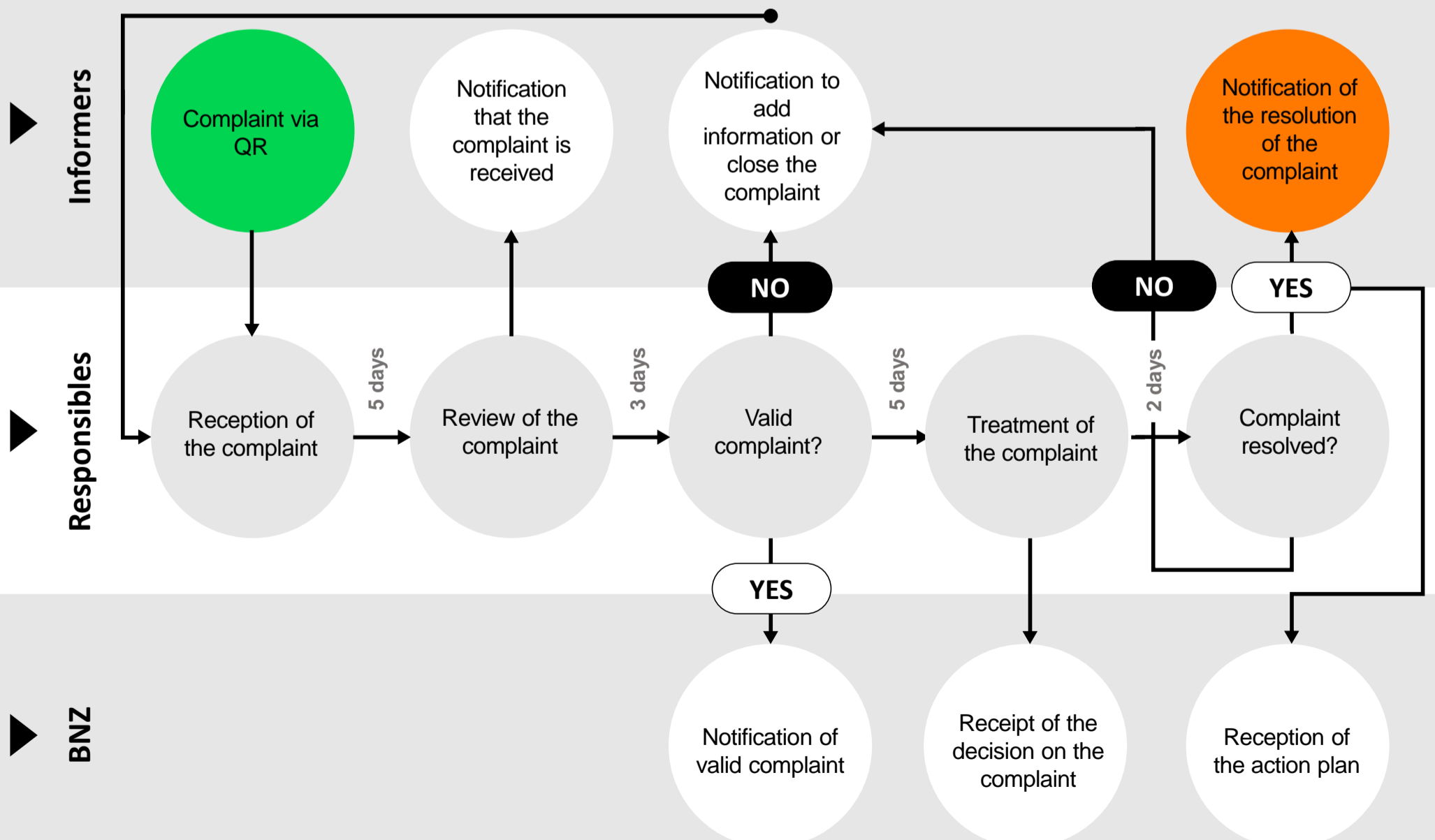
## Complaints process

Do you have any complaints or suggestions you would like to share? Please scan the QR code on this poster to go directly to the complaints and suggestions form. This system ensures that your voice is heard and reflects BNZ's commitment to dealing with each case transparently and fairly. If you prefer, you can also email us at ESG@bnz.energy. Below is a detailed diagram illustrating each step of the process, from receipt to resolution of complaints.



Actors

Actions



- First task
- Last task

**Total processing time: 2 weeks\***

\* Considering process with complaint containing all useful information for its resolution.