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## **Item 5.3: Handling of Complaints Regarding Financial Matters**

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Controller

Finance & Audit Committee Meeting  
ERCOT Public  
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# Handling of Complaints Regarding Financial Matters

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## Finance & Audit Committee Charter Requirement

- The Committee shall establish and maintain procedures for the receipt (including anonymous submission), retention and treatment of complaints regarding accounting, internal controls and auditing.

## Procedures

- Receipt: Complaints regarding financial matters may be received through a variety of sources – direct, indirect and anonymously via EthicsPoint. Employees and contractors receive training at least annually to ensure they are aware of these options.
- Retention: Evidence of complaints is retained in meeting minutes, investigative work papers and systematically (e.g. EthicsPoint) when possible.
- Treatment: Complaints are investigated as appropriate and reported to the Finance & Audit Committee or Board of Directors until resolved.