

Standard Complaints and Dispute Resolution Policy and Procedure



EnergyAustralia
LIGHT THE WAY

Please read this document to find out more about EnergyAustralia's complaints handling policy and complaints management procedure.

Don't hesitate to call us if you have any questions.

Purpose

The purpose of this Complaints and Dispute Resolution Policy and Procedure is to:

- protect and encourage our customers' right to complain about their dealings with EnergyAustralia;
- ensure an accessible and reasonable complaints process is in place; and
- provide mechanisms for the resolution of complaints in a timely, efficient, and courteous manner.

Our commitment to our customers

At EnergyAustralia we pride ourselves on ensuring our customers are happy with our products and services. However, there may be instances where a customer wants to provide us with feedback or lodge a complaint.

We acknowledge that a person or organisation can request that another person or organisation assist or represent them in making and progressing a complaint.

We recognise and value the right of every customer to be treated respectfully, fairly, and have their concerns heard and responded to in a timely manner.

We protect the personal information of our customers in accordance with Australian Privacy Laws.

You can view EnergyAustralia's privacy policy at energyaustralia.com.au/privacy.

Our dispute resolution process ensures maintaining this confidentiality and we will not disclose any personal information to third parties without permission except as and when permitted by the Privacy Act or as otherwise required by law.

At EnergyAustralia, we also recognise that customer feedback is valuable in improving our systems, procedures, products, and services.

EnergyAustralia's Standard Complaint and Dispute Resolution Policy and Procedure has been developed in accordance with AS/NZS 10002:2022 – Guidelines for Complaint Management in Organizations.

How to make a complaint

EnergyAustralia customers can make a complaint to EnergyAustralia directly by phone, post or online chat via the feedback form available on our website.

We are committed to resolving complaints promptly and fairly. Our approach is designed to ensure that most complaints are addressed early by our frontline staff.

If a complaint requires further assessment, investigation, or a more tailored resolution, our frontline staff will escalate the issue to our internal Complaints Team. This specialist team will engage directly with you to collaboratively work towards a satisfactory outcome.

If you remain dissatisfied with the resolution offered by our internal Complaints Team, you have the right to escalate your complaint to your relevant state Energy and Water Ombudsman, or independent dispute resolution body listed below for an independent and impartial review.

If you prefer to call us, our contact details are:

133 466

For residential customers.

Monday to Friday 8.00am to 8.00pm AEST/AEDT.

1800 146 749

For small business customers.

Monday to Friday 8.00am to 8.00pm AEST/AEDT.

1300 362 466

For large business customers.

Monday to Friday 8.00am to 5.00pm AEST/AEDT.

If you prefer to chat with us online use this link:

[Chat with us](#)

If you prefer to use our online form use this link:

[Online form](#)

If you prefer to write to us, our postal address is:

EnergyAustralia
Locked Bag 14060
Melbourne City Mail Centre
VIC 8001

If you require the assistance of our interpreter services, please call **1300 622 718** (Monday to Friday, 9.00am to 5.00pm AEDT/AEST).

خدمة الترجمة الشفوية Servizio Interpreti Dịch vụ Thông dịch
傳譯員服務 Υπηρεσία Διερμηνέων Tumačka služba

Servicio de intérpretes Служба на Преведувачки на
Служба за Тумачење Ротос tłumaczy

What happens after a complaint is made?

Our trained staff will handle each complaint impartially, empathetically, professionally, and in line with jurisdictional regulatory requirements where applicable.

We will acknowledge your complaint within 3-5 business days via your preferred method of communication. If not specified, we will contact you by the same method that you initially made the complaint.

Each complaint is recorded to help us perform periodic reviews and will assist us to improve our processes, products and services.

You will be kept informed on the progress of your complaint as we progress through our investigation.

Complaints will only be officially closed once you have expressed satisfaction in the outcomes provided or when all reasonable steps have been taken to try to resolve the issue to both yours and EnergyAustralia's satisfaction.

We will provide evidence of agreed actions that have been taken to resolve your complaint.

EnergyAustralia has the right to cease interacting with you regarding your complaint should you engage with EnergyAustralia in an unreasonable or disrespectful manner.

Energy and Water Ombudsman contact details

Victoria

Energy and Water Ombudsman Victoria

Mail: Reply Paid 469
Melbourne, VIC 8060

Free call:
1800 500 509

Overseas call:
+61 3 8672 4410

Free fax:
1800 500 549

Email:
ewovinfo@ewov.com.au

[Online complaint form](#)

[Link to the website](#)

Translating and interpreting services:
131 450

TTY hearings impaired services:
133 677

New South Wales

Energy and Water Ombudsman New South Wales

Mail: Reply Paid 86550
Sydney South, NSW 1234

Free call:
1800 246 545

Free fax:
1800 812 291

[Online complaint form](#)

[Link to website](#)

Translating and interpreting services:
131 450

TTY hearings impaired services:
133 677

Queensland

Energy and Water Ombudsman Queensland

Mail: PO Box 3640
South Brisbane, QLD 4101

Free call:
1800 662 837

Enquiries email:
info@ewoq.com.au

Complaints email:
complaints@ewoq.com.au

[Online complaint form](#)

[Link to the website](#)

Translating and interpreting services:
131 450

TTY hearings impaired services:
133 677

South Australia

Energy and Water Ombudsman South Australia

Mail: GPO Box 2947
Adelaide, SA 5001

Free call:

1800 665 565

Overseas Call:

+61 8 8216 1888

SMS (Text):

0488 854 555

Online complaint form

Link to the website

Translating and interpreting services:

131 450

TTY hearings impaired services:

133 677

Other Services

Interpreter services

1300 622 718

Hearing impaired services

Deaf, hearing or speech impaired customers can contact us via the National Relay Service (NRS) – quote 133 466

Telephone typing service (TTY)

1300 368 536

Calling from overseas

+61 3 9422 2968

Australian Capital Territory

Civil and Administrative Tribunal (Energy and Water)

Mail: GPO Box 370
Canberra, ACT 2601

Call:

+61 2 6207 1740

Fax:

(02) 6205 4855

Email:

tribunal@act.gov.au

Online complaint form

Link to the website

Translating and interpreting services:

131 450

TTY hearings impaired services:

133 677