

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 the Complaints and Dispute Resolution Policy and Procedure is to:

- Protect and encourage customers the right to complain about their dealings with EnergyAustralia
- Ensure an accessible and reasonable complaints process is in place; and
- Provide mechanisms for resolution in a timely, efficient, and courteous manner

Our commitment to our customers

At EnergyAustralia we pride ourselves in ensuring our customers are happy with our products and services. However, there may be instances where a customer may want to provide us with feedback or lodge 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 the 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 of the customer to third parties without permission except as and when permitted and required by the Privacy Act.

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 & Procedure has been developed in accordance with AS/NZS 10002:2014 - Guidelines for Complaint Management in Organizations.

How to make a complaint

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

website. Alternatively, a complaint can also be made through an external dispute resolution scheme should you not be happy with the resolution offered.

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 Pomoc 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 5 business days via your preferred communication channel. If not

specified, we shall contact you by the same channel that you initially made the complaint.

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

Customers will be kept informed on the progress of their complaint as we progress through investigation of the complaint.

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

We will provide evidence of agreed actions that have been taken to resolve the initial issue.

EnergyAustralia has the right to cease interacting with a customer regarding their complaint should the customer engage with EnergyAustralia in an unreasonable or disrespectful manner.

What happens if the customer is dissatisfied with the internal dispute resolution process?

The customer has the right to escalate their concern to an external dispute resolution body at any time if the complaint is not resolved to their satisfaction.

The customer can lodge a complaint with Energy and Water Ombudsman scheme in the relevant state as listed below.

Energy and Water Ombudsman contact details

Victoria

Energy and Water Ombudsman Victoria

GPO Box 469
Melbourne, VIC 3001

Free call (except mobile phones):
1800 500 509

Email:
ewovinfo@ewov.com.au

Translating and interpreting services:
131 450

TTY hearings impaired services:
1800 500 529

New South Wales

Energy and Water Ombudsman New South Wales

Reply Paid 86550
Sydney South, NSW 1234

Free call:
1800 246 545

New South Wales (cont.)

Free fax:
1800 812 291

Email:
omb@ewon.com.au

Translating and interpreting services:
131 450

TTY hearings impaired services:
133 677

Queensland

Energy and Water Ombudsman Queensland

PO Box 3640
South Brisbane, QLD 4101

Free call:
1800 662 837

Enquiries email:
info@ewoq.com.au

Complaints email:
complaints@ewoq.com.au

Translating and interpreting services:
131 450

TTY hearings impaired services:
133 677

South Australia

Energy and Water Ombudsman South Australia

GPO Box 2947
Adelaide, SA 5001

Free call (from Australia):
1800 665 565

Free fax:
1800 665 165

Overseas call:
+61 8 8216 1888

Overseas fax:
+61 8 8216 1844

Translating and interpreting services:
131 450

TTY hearings impaired services:
133 677

Australian Capital Territory

Civil and Administrative Tribunal (Energy and Water)

GPO Box 578
Civic Square, ACT 2608

Call:
+61 2 6207 7740

Email:
acatenergycomplaints@act.gov.au

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