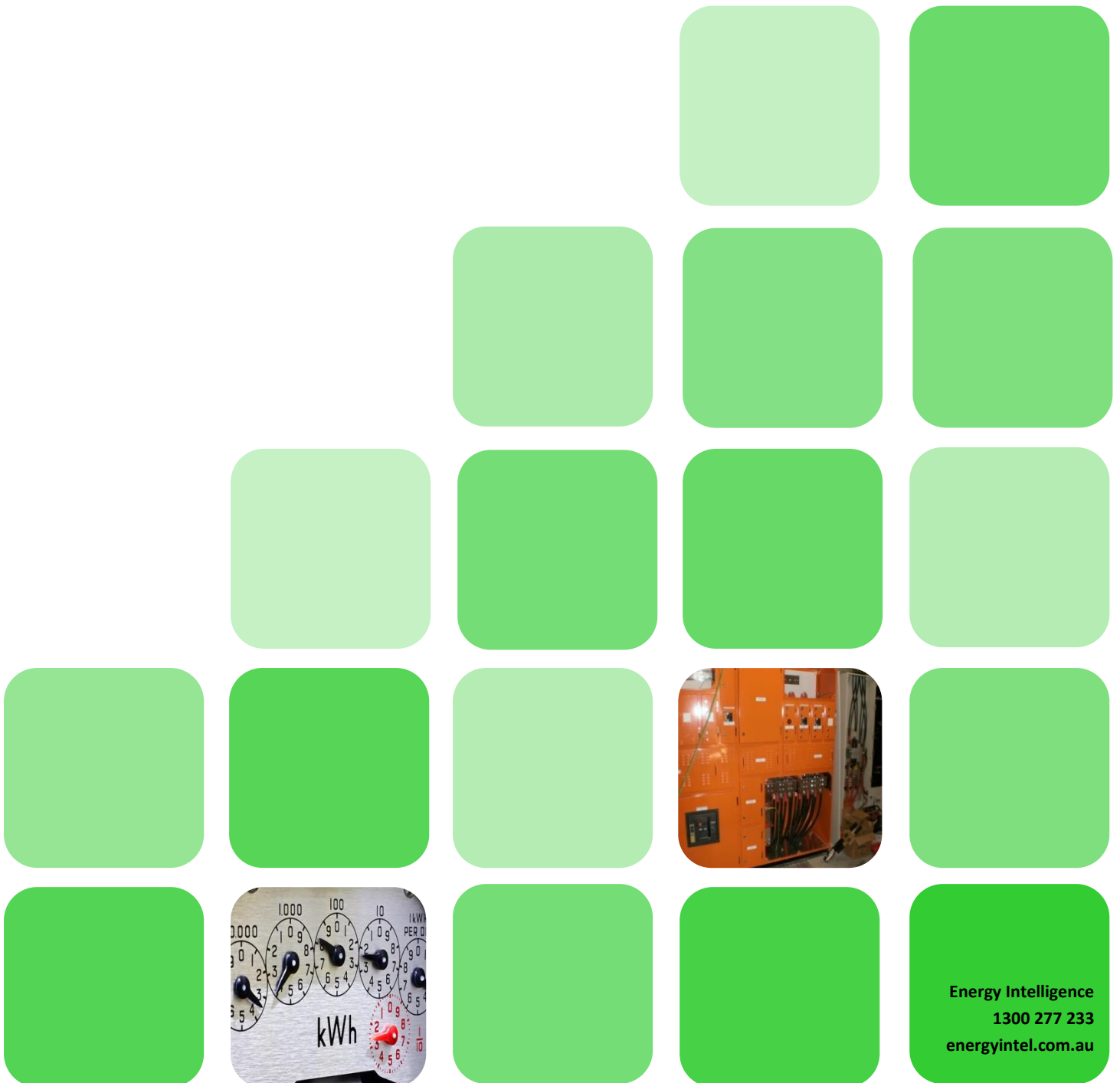


Energy Intelligence

Complaints and Dispute Resolution Policy



Energy Intelligence recognises that all individuals have the right to complain, have their complaint heard and be treated with dignity and respect. Any individual who makes a complaint also has the right to not be discriminated against as a result of making the complaint. This means customers will not be treated unfavourably, including in the way Energy Intelligence communicates and provides services both during the resolution of the complaint and once the complaint is resolved.

Energy Intelligence recognises that complaints can often highlight gaps in our processes and encourages customers to raise issues so that they can be addressed.

The guiding principles from the AS ISO 10002-2006 'Customer Satisfaction – Guidelines for complaints handling in organisations' apply to Energy Intelligence in the following manner:

Our Commitment

The Energy Intelligence Management Team and Director are committed to an integrated dispute resolution system and providing the necessary support and resources for the system to operate effectively (including the provision of appropriately trained employees, the implementation of an enterprise-wide internal complaints management process and the existence of a robust complaints reporting procedure).

Our Objective

Each complaint is addressed in an equitable, objective and unbiased manner. Energy Intelligence recognises the need to be fair to both the complainant and any employee involved in the handling of the complaint.

Your Privacy

All complaints are recorded and dealt with in the strictest confidence. Personal information of the complainant is accessed only as necessary, and only for the purposes of addressing the complaint. All personal information is treated by Energy Intelligence consistent with its obligations under the Privacy Act and Energy Intelligence's Privacy Policy.

Our Accountability

Complaints are reported to Management Team and to the Director of Energy Intelligence as considered appropriate. An overview of complaints statistics is reported to the Director for review, together with information on the Energy Intelligence complaints management process.

Non-discrimination

Everyone has the right to make a complaint to Energy Intelligence if they are not satisfied with Energy Intelligence's service or policies. Energy Intelligence will not discriminate against anyone as a result of that person making a complaint.

What happens when a Complaint is made?

When a Complaint is received by Energy Intelligence:

- Energy Intelligence will accurately record the details of the complaint as part of Energy Intelligences complaint management process, give it fair and genuine consideration and seek to achieve a fair outcome.
- Complaints are allocated to the responsible business unit to manage complaint(s).
- Energy Intelligence will inform the customer that it is obliged to handle a complaint made by a customer in accordance with the Energy Intelligence Standard Complaints and Dispute Resolution Policy which can be found on the website or a copy of which can be provided to the customer on request.
- Energy Intelligence will enquire into the complaint within a reasonable timeframe, having regard to the nature and complexity of the complaint.
- Energy Intelligence will keep customers informed of any progress.
- Energy Intelligence will treat the complaint respectfully and handle all personal information in accordance with the Privacy Act and Energy Intelligences Privacy Policy.
- If appropriate, Energy Intelligence will work with Centre Owner(s) to make changes to remedy the situation to prevent the situation reoccurring.

What happens if the complainant is not satisfied with the outcome?

- If a complainant is dissatisfied with a decision, they can request to have their complaint reviewed by an Energy Intelligence representative at a higher level to the initial Energy Intelligence representative who handled the matter.
- If the complaint is not resolved to the customer's satisfaction, the customer may take their complaint to the relevant external dispute resolution body.
- Energy Intelligence will provide the customer, in writing, the contact details for the relevant external complaints body, if Energy Intelligence has been unable to resolve the customer's complaint within 28 days. This information is also available on the Energy Intelligence website.

How can I contact Energy Intelligence?

All individuals have the right to make a complaint to Energy Intelligence by any reasonable means (eg. telephone, email, online and in writing).

- Call us on **1300 277 233** on business days between 8.30 am to 5pm
- Email us at **support@energyintel.com.au**
- Fax us on **03 8610 2046**
- Write to us at **Energy Intelligence, Level 2, 789 Toorak Road, Hawthorn East, VIC 3123**

Not satisfied with the way we handled your complaint?

You may escalate your complaints externally to the following in your State.

Australian Capital Territory

ACT Civil and Administrative Tribunal

M: GPO Box 370, Canberra ACT 2601

P: 02 6207 1740 F: 02 6205 4855

E: tribunal@act.gov.au W: www.acat.act.gov.au

New South Wales

Energy and Water Ombudsman NSW (Residential ONLY)

M: Reply Paid 86550, Sydney South NSW 1234

P: 1800 246 545 F: 1800 812 291

E: complaints@ewon.com.au W: www.ewon.com.au

NCAT – NSW Civil & Administrative Tribunal

M: GPO Box 4005, Sydney NSW 2001

P: 1300 006 228 F: 02 9307 6301

E: ccdsydney@ncat.nsw.gov.au W: www.ncat.nsw.gov.au

Queensland

QCAT - Queensland Civil & Administrative Tribunal

M: GPO Box 1639, Brisbane, QLD 4001

P: 1300 753 228 F: 07 3221 9156

E: enquiries@qcat.qld.gov.au W: www.qcat.qld.gov.au

South Australia

Small Business Commissioner

M: GPO Box 1264, Adelaide SA 5001

P: 1800 072 722 F: 08 8303 0943

E: sasbc@sa.gov.au W: www.sasbc.sa.gov.au

Victoria

Energy and Water Ombudsman VIC

M: Reply Paid 469, Melbourne VIC 8060

P: 1800 500 509 F: 1800 500 549

E: ewovinfo@ewov.com.au W: www.ewov.com.au

Western Australia

State Administrative Tribunal

M: GPO Box U1991, Perth 6845

P: 1300 306 017 F: 08 9325 5099

E: sat@justice.wa.gov.au W: www.sat.justice.wa.gov.au

NSW RESIDENTIAL
ONLY

Energy & Water Ombudsman NSW

All our residents in *New South Wales* have the right to contact the Energy & Water Ombudsman NSW (EWON), including to lodge a complaint or for free independent information and advice. EWON is the government approved dispute resolution scheme for New South Wales energy customers. EWON receives, investigates and resolves customer complaints and disputes.



A hardcopy of this document will be provided upon request.

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