

COMPLAINTS AND DISPUTE RESOLUTION POLICY

APRIL 2024



**Energy
Intelligence**

Your Voice Matters

"Every piece of feedback helps us grow. We're here to listen, to improve, and to make things right."



energyintel.com.au



support@energyintel.com.au

At **Energy Intelligence**, we strive to deliver high-quality service and create positive experiences for our customers. We value every opportunity to improve, and we know that feedback – whether a concern, a complaint, or a compliment – plays a vital role in that journey.

This policy outlines how we manage complaints in accordance with Australian Standard AS 10002:2022, ensuring a fair, timely, and consistent approach that prioritises our customers' needs. It applies to both residential and commercial customers.

Purpose

We want to:

- Provide a clear and fair way for you to raise any issues or concerns;
- Ensure complaints are managed transparently and respectfully;
- Use feedback to continuously improve our services;
- Empower our staff with training and clear processes;
- Foster a culture of accountability and customer care.

Our Commitment

We're committed to:

- **Accessibility** – Making it easy for you to provide feedback or lodge a complaint;
- **Transparency** – Explaining the process clearly and keeping you updated;
- **Responsiveness** – Acknowledging and acting on complaints quickly;
- **Fairness and Respect** – Treating everyone with dignity and impartiality;
- **Confidentiality** – Keeping your information private;
- **Supportive Environment** – We welcome your feedback and ensure it won't affect your service or relationship with us;
- **Improvement** – Learning from what you tell us to do better.

What Is a Complaint?

A complaint is any expression of dissatisfaction about:

- Our service or products;
- Our staff or contractors;
- A previous complaint outcome.

We also encourage compliments and general feedback. It helps us understand what's working well and what can be improved.

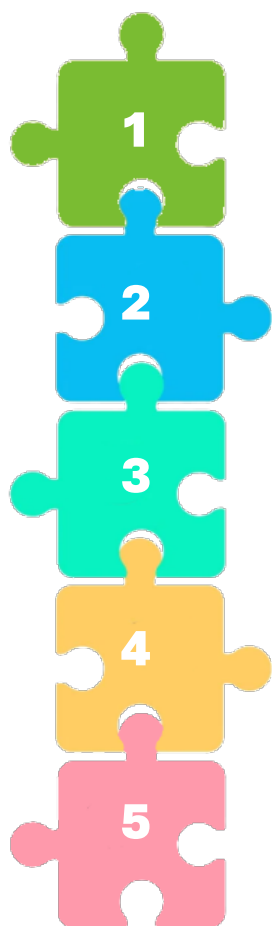
How You Can Contact Us

We've made it simple for you to get in touch with us in whatever way suits you best:

- Online Form:** energyintel.com.au/feedback
- Email:** support@energyintel.com.au
- Phone:** 1300 277 233
- Post:** Attn: Compliance Manager, 2/789 Toorak Rd, Hawthorn East VIC 3123

Need help lodging a complaint? We're happy to assist if you need support such as a translator or help due to a disability.

What Happens Next? – Our Complaint Handling Process



STEP 1

We'll Acknowledge Your Complaint

Within 2 business days.

STEP 2

We'll Assign and Review

A trained team member will investigate your concern.

STEP 3

We'll Respond

You'll hear from us with a proposed outcome within 10 business days.

STEP 4

We'll Escalate if Needed

You can request a review by a senior manager if you're not satisfied.

STEP 5

You Can Go External

We'll let you know how to escalate externally if we can't resolve it to your satisfaction.

We aim to resolve all complaints within **20 business days**. If it takes longer, we'll explain why and keep you in the loop.

Taking It Further – External Dispute Resolution

If you're unhappy with our final response, the next step depends on your location and customer type:

Australian Capital Territory

ACT Civil and Administrative Tribunal

Phone: 02 6207 1740

Web: acat.act.gov.au

New South Wales

BUSINESS

NCAT – NSW Civil & Administrative Tribunal

Phone: 1300 006 228

Web: ncat.nsw.gov.au

RESIDENTIAL

Energy and Water Ombudsman NSW

Phone: 1800 246 545

Web: ewon.com.au

NSW RESIDENTIAL ONLY

Residents in *NSW* 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 NSW energy customers. EWON receives, investigates and resolves customer complaints and disputes.

Queensland

QCAT - Queensland Civil & Administrative Tribunal

Phone: 1300 753 228

Web: qcat.qld.gov.au

South Australia

Small Business Commissioner

Phone: 1800 072 722

Web: sasbc.sa.gov.au

Victoria

Energy and Water Ombudsman VIC

Phone: 1800 500 509

Web: ewov.com.au

Western Australia

State Administrative Tribunal

Phone: 1300 306 017

Web: sat.justice.wa.gov.au

We Learn and Improve

Every complaint is recorded and analysed. Our leadership team reviews this data to:

- Identify patterns or issues;
- Train staff more effectively;
- Improve our systems and communications.

WE BELIEVE GOOD FEEDBACK –
EVEN WHEN IT'S CRITICAL – IS A GIFT.

Where to Find This Policy

- **On our website:** energyintel.com.au/complaints
- As part of your welcome pack
- **By request** – Contact us by phone or email



Questions or Concerns?

Just reach out:

Email: support@energyintel.com.au
Phone: 1300 277 233
Web: energyintel.com.au/complaints