COMPLAINTS MANAGEMENT POLICY

PURPOSE
The purpose of this Complaints Management Policy is to ensure that Ergon Energy achieves excellence in complaints management. This policy applies to all participants in the Complaints Management process, including Ergon Energy employees and its agents, its customers and agreed third parties.

POLICY STATEMENT
In line with the AS ISO 10002 Complaints Handling Standard, Ergon Energy is committed to resolving complaints by applying the following principles – Visibility, Accessibility, Responsiveness, Objectivity, Charges (nil), Confidentiality, Customer focused approach, Accountability and Continual Improvement. Ergon Energy fosters a Feedback oriented culture by delivering a Complaints Management program of training covering the key components of system, process and behavioural aspects. Ergon Energy is committed to continuous improvement of Complaints management by conducting regular reporting and monitoring as well as external customer surveys to identify areas of potential improvement.

IMPLEMENTATION
The implementation of this Complaints Management policy is supported by the Complaints Management Guidelines, which detail the interactions of the complaints capture systems, the complaints performance measures, the complaints escalation process, the reporting and monitoring process in conjunction with the roles of complaints process participants. The implementation of this Policy is underpinned by the requirements of the AS ISO 10002 Complaints Handling Standard.

REFERENCES
SR000900R100. Complaints Management Guidelines

DEFINITIONS
Complaint: A complaint is an expression of dissatisfaction made to Ergon Energy related to its products, services or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

ENFORCEMENT
The Electricity Industry Code made under the Electricity Act 1994 requires that an Electricity Retail Entity (and deems that an Electricity Distribution entity) must handle a complaint made by a small customer in accordance with the Australian Standard. (Section 4.6.3 (b)). This policy aligns with the AS ISO 10002 Complaints Handling Standard and as such, any non compliance with the policy may result in a breach of the Electricity Industry Code.

CATEGORY
Community and Culture.