



# Complaints and Disputes Resolution Procedure

This policy was last updated in May 2025.



**RETAIL**

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# Our Approach

At Ergon Energy Retail, we recognise the importance of listening to feedback and resolving concerns fairly and efficiently. We are committed to handling complaints professionally, transparently, and respectfully, while continuously improving our service.

## Our commitment to You

### We promise to:

- Recognise your right to lodge complaints about our products, services, or staff conduct.
- Provide accessible complaint channels, including phone, post, online forms, and social media.
- Respond within 2 business days and aim for resolution within 10 business days. If more time is required, we will establish a revised resolution timeframe and keep you informed.
- Handle complaints in line with Australian Standard AS/NZS ISO 10002:2022 Guidelines for Complaint Management in Organisations, which provides best-practice guidelines for effective complaints management.
- Guide you through internal and external escalation options, including the Energy and Water Ombudsman Queensland, if internal resolution does not meet your satisfaction.
- Use feedback to enhance our complaint management systems and strengthen service delivery.
- Uphold strong privacy protections, ensuring that your personal data is managed confidentially and in accordance with privacy regulations.





# Principles of Complaint Management

Our complaints process is guided by:

- Accessibility: Multiple complaint channels, including digital options.
- Fairness & Objectivity: Complaints handled with equity, professionalism, and respect.
- Responsiveness: Timely updates and clear resolution expectations.
- Privacy & Confidentiality: Customer information is securely managed.
- Continuous Improvement: Monitoring trends to enhance service and prevent recurring issues.

## Lodging a Complaint



You can contact us via:

Phone: 13 10 46  
Post: The Manager  
Retail Operations  
PO Box 308  
Rockhampton QLD 4700

Online: [Feedback Form](https://ergon.com.au/retail/help-and-support/retailfeedback) (ergon.com.au/retail/help-and-support/retailfeedback)

Social Media: Complaints received via social media will be acknowledged promptly, and customers will be guided to a private, structured resolution process.

When you submit a complaint, you'll receive an acknowledgment with a reference number for tracking. Our trained Energy Specialists will manage your concerns, ensuring professional handling every step of the way.

# Escalation of Complaints

If, after we provide a resolution, you are not satisfied that the outcome is fair or equitable, you may request escalation to a dedicated Complaints Specialist. The specialist will conduct an independent review and advise if any further actions are possible.

If you remain dissatisfied, you may escalate your complaint externally to the Energy and Water Ombudsman Queensland (EWOQ) using the following contact details:

Post: Energy and Water Ombudsman Queensland  
PO Box 3640

South Brisbane BC QLD 4101

Phone: 1800 662 837 (Free Call)

Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)

Online: [www.ewoq.com.au](http://www.ewoq.com.au)

## Customer *privacy*

**Ergon Energy Retail respects your right to privacy and confidentiality throughout the complaints resolution process.**

All personal information is handled in accordance with the Privacy Act and Ergon Energy's Privacy Policy, ensuring compliance with regulatory standards and protecting your data.

View our full Privacy Statement at [ergon.com.au/retail/privacy](http://ergon.com.au/retail/privacy).

## Governance

We will review this procedure at least once every two years.

# Contact Us

## Customer Service

**13 10 46**

8am – 5pm Mon to Fri

[ergon.com.au/contact](http://ergon.com.au/contact)

## Business Support Team

**1300 135 210**

8am – 5pm Mon to Fri

[ergon.com.au/business](http://ergon.com.au/business)

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## National Relay Service

If you have a hearing or speech impairment, you can contact us through the National Relay Service (NRS). To make a relay call through the NRS, all you need to do is:

1. Contact the NRS via the contact number below or via the NRS national web page.
2. Give the Ergon Energy number you want to call.

## Speak and Listen

**1300 555 727**

## TTY number

**13 36 77**

## SMS relay number

**0423 677 767**

For more information, visit the NRS website:

[www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub](http://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub)

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## Translating and Interpreting service

If you need assistance in a language other than English, you can contact us through this Australian Government service by phoning 13 14 50 and request the Ergon Energy phone number you wish to contact.



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