



# Complaints and Disputes Resolution Procedure

28 September 2022

## Our approach

Ergon Energy Retail strives to provide an easy and efficient service to you but sometimes, we may not deliver this service as satisfactorily as you would have liked. Where this happens, we welcome your feedback to improve our service to you. If you log a complaint with us, we will handle it in a balanced and timely way so that you can feel confident that we have done all in our power to provide an equitable outcome.

## Our commitment to you in handling your complaint

Ergon Energy Retail's commitment to you covers the following aspects -

- We recognise your right to lodge a complaint pertaining to our products, services or staff conduct.
- We enable easy access for you to lodge a complaint via multiple channels.
- We strive to respond to your complaints within 2 business days of receipt and to do everything within our power to resolve the complaint within 10 business days of receipt of the complaint. Should resolution not be possible in this timeframe, we will seek a mutually agreeable revised resolution date with you.
- We will keep you updated on the progress of your complaint via your preferred channel.
- We will advise you of options for the complaint to be escalated internally to subject matter experts or to Dispute Resolution Advisors if you are not satisfied of an initial outcome.
- We will advise you of the option to escalate to the Energy and Water Ombudsman Queensland should the matter not be resolved to your satisfaction after internal escalation.
- We will learn from the message of your complaint or dispute by rectifying our business processes or by improving our staff capabilities.

## Our principles of complaints and dispute resolution

In alignment with AS 10002:2022 Guidelines for complaint management in organisations, Ergon Energy Retail implements the following principles in managing Complaints and Disputes-

1. Enabling Complaints
  - a. People focus- everyone has a right to complain
  - b. Ensuring no detriment to complainant
  - c. Visibility and transparency
  - d. Accessibility
  - e. No charges
2. Managing Complaints
  - a. Responsiveness
  - b. Objectivity and fairness
  - c. Equity
  - d. Privacy and Disclosure
  - e. Communication

3. Managing the parties
  - a. Conduct of Parties
  - b. Work health and safety
  - c. Complaint involving multiple parties
  - d. Empowerment of staff
4. Accountability, learning and prevention
  - a. Accountability
  - b. Continuous Improvement
  - c. Prevention of ongoing disputes

## Procedure to lodge a complaint

To assist you with lodging a complaint with Ergon Energy Retail, please contact us via one of the following channels -

Telephone. Customer Solution Centre 13 10 46

Post The Manager  
Retail Service Quality  
PO Box 308  
Rockhampton Qld 4700

Online Feedback form  
<https://www.ergon.com.au/retail/help-and-support/retail-feedback>

Social Media Our Ergon Energy social media channels are also available for you to highlight your concerns with us. If you use these channels, we will private message you to obtain your contact details so that we can work with you personally to work through the complaints procedure.



Your complaint will be directed to the appropriate subject matter expert within the business, who will acknowledge receipt of the complaint with you and will advise you of a unique identifying number for your reference.

## Escalation of complaints

If, after we provide a resolution for you, you are not satisfied that the outcome is equitable or that we have not done everything in our power to deliver a fair outcome, you may request escalation of the matter to our internal Dispute Resolution Advisory team. This team will investigate the matter further and propose possible alternative options.

If you are still dissatisfied after working with our internal Dispute Resolution Advisory team, you may escalate externally to the Energy and Water Ombudsman Queensland, as per the following details –

<u>Post</u>	Energy and Water Ombudsman Queensland PO Box 3640, South Brisbane BC QLD 4101
<u>Telephone</u>	1800 662 837 (free call)
<u>Email</u>	<a href="mailto:complaints@ewoq.com.au">complaints@ewoq.com.au</a>
<u>Online</u>	<a href="http://www.ewoq.com.au">www.ewoq.com.au</a>

## Customer privacy

Ergon Energy Retail respects your right to privacy and confidentiality throughout the complaints and disputes resolution procedure. All personal information is treated by Ergon Energy Retail in a way that is consistent with its obligations under the Privacy Act and Ergon Energy's Privacy Policy.