



Standard Complaints and Disputes Resolution Procedure

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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.

REFERENCES

Australian Standard AS/NZS ISO 10002:2022 Guidelines for Complaint Management in Organisations

Controlled Documents

Energy Queensland's [Privacy Policy P040 - 691438](#)

Energy Queensland's [Complaints Management Policy P014 - 690407](#)

Internal Documents

Complaints Handbook (internal process document)

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.

Definition of a Complaint

What is a complaint?

A complaint is when someone tells us they are unhappy with our products, services, decisions, actions, processes, staff interactions, or the way we have handled a previous complaint, and they expect us to respond, explain, investigate, or resolve the issue.

A complaint can be made in person, by phone, email, letter, online, through social media, or through any other contact channel.

You do not need to use the word "complaint" for us to treat your concerns as a complaint.

What is not a complaint?

General feedback, suggestions, compliments, requests for information, routine service requests, and fault or outage reports are generally not considered complaints unless dissatisfaction is expressed and action, investigation, explanation or resolution is expected. For example:

- General feedback or suggestions
- Requests for information or assistance
- Routine service requests
- Fault or outage reports
- Compliments or positive feedback

If someone tells us they are unhappy and expects us to take action, investigate, explain or resolve an issue, we will usually treat the matter as a complaint.

What's the difference?

If someone tells us they are unhappy and expects us to take action, investigate, explain or resolve an issue, we will usually treat the matter as a complaint.

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/feedback) (ergon.com.au/feedback)

Email: During the course of any emailed communications with us, you may request to lodge a complaint, or our staff will offer to register one for you.

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

Online: 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.

Governance

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

Contact Us

Customer Service

13 10 46

ergon.com.au/contact

Business Support Team

1300 135 210

ergon.com.au/business

National Relay Service (NRS)

If you are d/Deaf, hard of hearing, or have a speech or communication difficulty, you can contact us through the National Relay Service (NRS).

For more information or a full list of contact options, visit www.accesshub.gov.au/about-the-nrs.

Translating and Interpreting service 1300 607 555

翻譯服務
口译员服务

خدمات ترجمه شفاهي
خدمات الترجمة الشفهية

Dịch vụ Thông dịch
Serivisi y'Isemura
Huduma ya Ukalimani
Service d'interprétation au



If you need assistance in a language other than English, you can also 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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