



Amber Electric Pty Ltd

Complaints and Dispute Resolution Procedure

This policy sets out how customers may make a complaint to Amber Electric Pty Ltd (**Amber Electric**) and how Amber Electric manages all complaints that it receives. Amber Electric is committed to managing complaints in a professional, efficient and fair manner.

We will seek to continually improve our customer service and our complaints and dispute resolution procedure, including by regularly reviewing this policy.

How can you make a complaint?

If you feel we have not performed satisfactorily, you can contact Amber Electric by:

1. sending an email to info@amberelectric.com.au; or
2. calling 1800 531 907, Monday - Friday (9am - 5pm AEST).

What happens if you make a complaint?

When we receive a complaint:

- we'll record the details of your complaint;
- we'll give the complaint fair and genuine consideration and seek to achieve a fair outcome for both parties;
- if your complaint is received via email, we'll acknowledge receipt of your complaint within 10 business days;
- the complaint will be allocated to a member of our team;
- we'll enquire into your complaint within a reasonable time frame, taking into account the nature and complexity of your complaint;
- we'll keep you informed of any progress of your complaint;
- we'll advise you of the outcome of the complaint, and our reasons for that outcome, as soon as practically possible;
- we will treat the complaint with respect and handle personal information in accordance with our Privacy Policy, a copy of which is published on our website www.amberelectric.com.au/terms and is available upon request; and
- where appropriate, we'll update our policies and/or procedures to eliminate the cause of the complaint and to develop and improve our services.

What if you're not satisfied with the outcome?

We will endeavour to work together with you and do our best to resolve any issues however, if you're not satisfied with our response, you may make a complaint or take the dispute to the relevant Energy and Water Ombudsman (**Ombudsman**) in your state. The Ombudsman provides an independent and free dispute resolution service for customers who have been unable to resolve their concerns directly with their energy retailer. Amber Electric is a member of the Ombudsman schemes in the following locations:



Energy and Water Ombudsman SA

GPO Box 2947, Adelaide SA 5001
1800 665 565

Energy and Water Ombudsman NSW

Reply Paid 86550, Sydney South NSW 1234
1800 246 545
complaints@ewon.com.au

Energy and Water Ombudsman Queensland

PO Box 3640 South Brisbane BC Qld 4101
1800 662 837
complaints@ewoq.com.au

Energy and Water Ombudsman Victoria

Reply Paid 469, Melbourne VIC 8060
1800 500 509
ewovinfo@ewov.com.au

ACT Civil and Administrative Tribunal

GPO Box 370, CANBERRA ACT 2601
(02) 6207 1740
ewcomplaints@act.gov.au