



# **Application for Retail Authorisation Electricity**

## **Annexure H Complaints and Dispute Resolution Policy**

May 2018

Active Utilities Retail Pty Ltd



## Contents

1. Introduction .....	3
2. The AS/NZS 10002:2014 Guiding Principles .....	3
2.1. Visibility.....	3
2.2. Accessibility .....	3
2.3. Responsiveness .....	4
2.4. Objectivity .....	4
2.5. Charges .....	5
2.6. Confidentiality .....	5
2.7. Investigation of complaints .....	5
2.8. Customer-focused approach .....	6
2.9. Resolution of complaints.....	6
2.10. Accountability .....	6
2.11. Continual improvement.....	7
3. How to raise a complaint.....	7
3.1. Step 1: Get in contact with us.....	7
3.2. Step 2: If necessary, escalate your complaint .....	7
3.3. Step 3: If necessary, register an official complaint.....	8
3.4. Step 4: If necessary, escalate your complaint or dispute to the general manager .....	8
4. Accessibility options.....	8
5. Energy Ombudsman .....	8
6. Review .....	10
7. Version Control .....	10

## 1. Introduction

Active Utilities Retail Pty Ltd ABN 31 606 139 931 (**Active Utilities Retail, us, we**) is dedicated to providing you, our customer, with excellent customer service. It is important to us that you are satisfied with the service we provide. However, in spite of our best efforts, there may be occasions when our service does not meet the high standards we set out for ourselves or the standards that you as our customer might reasonably expect of us. This complaints and dispute resolution procedure (as amended from time to time) (**Procedure**) governs how we handle your complaints.

## 2. The AS/NZS 10002:2014 Guiding Principles

In handling your complaint, we will abide by the guiding principles for complaint handling set out in Australian Standard AS/NZS 10002:2014. Those guiding principles are set out below.

### 2.1. Visibility

We will ensure that information about how to make a complaint and how we will handle a complaint is well publicised and easily available to customers, our employees and other interested parties, including by:

- (a) making this Procedure freely available on our website;
- (b) providing free copies of this Procedure on request;
- (c) setting out our contact details in this Procedure so that you can contact us for further information or to raise a complaint;
- (d) cross-referencing this Procedure in other Active Utilities Retail documents, including our standard retail contracts and market retail contracts; and
- (e) setting out the contact details for the energy ombudsman in each State or Territory in this Procedure and in other Active Utilities Retail documents (including our standard retail contracts and market retail contracts) to facilitate the referral of complaints to the relevant energy ombudsman, where required.

### 2.2. Accessibility

We will ensure that our complaints handling processes are easily accessible to you and all customers who wish to make a complaint by:

- (a) the visibility measures set out above;
- (b) providing a range of methods through which complaints may be lodged, including by phone, email, post and fax; and
- (c) providing appropriate complaint lodgement arrangements and other support for customers with special needs, including by providing interpreter services where necessary.

### 2.3. Responsiveness

We will ensure that we respond appropriately to your complaint, including by:

- (a) treating you courteously at all times;
- (b) acknowledging receipt of your complaint immediately either in writing or over the phone;
- (c) recording your complaint in our client management system;
- (d) advising you of the period within which we expect to address your complaint;
- (e) assigning your complaint to the relevant person or department at Active Utilities Retail;
- (f) addressing your complaint in a timely fashion, having regard to the nature of the complaint and the complexity of the relevant circumstances;
- (g) tracking our progress in addressing your complaint in our customer management system;
- (h) updating you as to our progress in addressing your complaint, and the period within which we expect to resolve the complaint;
- (i) advising you of our proposed resolution of your complaint as soon as reasonably possible; and
- (j) advising you of the outcome of the complaints process as soon as reasonably possible.

### 2.4. Objectivity

We will ensure that your complaint is addressed in a manner which is:



- (a) fair and equitable;
- (b) flexible;
- (c) objective;
- (d) impartial;
- (e) consistent with our handling of any previous complaint of a similar nature; and
- (f) consistent with this Procedure, all applicable laws and other regulatory instruments.

## 2.5. Charges

We will not impose any charge or fee on you for lodging a complaint, or requesting information in relation to complaints or a copy of this Procedure.

## 2.6. Confidentiality

We will comply at all times with the *Privacy Act 1988 (Cth)* (**Privacy Act**) and the Australian Privacy Principles (APP), and our privacy policy when collecting, using, storing or disclosing your personal information or sensitive information (these types of information are defined in the Privacy Act).

We will only request, collect, use or disclose your personal information or sensitive information:

- (a) when we reasonably require it to provide our services;
- (b) for the purposes of receiving, addressing and resolving your complaint;
- (c) as required by law; or
- (d) in accordance with our privacy policy.

We will take reasonable steps to protect your personal information and sensitive information from inappropriate disclosure.

A full copy of our privacy policy is available for download on our website <https://support.activeutilities.com.au/hc/en-us> You can contact us using the information provided below if you would like to request a free copy of our privacy policy.

## 2.7. Investigation of complaints

We will use all reasonable efforts to investigate all relevant circumstances and other information relating to your complaint.



## 2.8. Customer-focused approach

We aim to distinguish ourselves by our high level of customer service and our commitment to resolving complaints to your satisfaction. We will at all times adopt a customer-focused approach, both in handling your complaint and in all other dealings with you, including by:

- (a) ensuring that you are able to lodge your complaint easily and effectively in accordance with this Procedure;
- (b) complying at all times with this Procedure and all applicable laws and other regulatory instruments in relation to the handling and resolution of your complaint;
- (c) keeping you updated as to our progress in resolving your complaint; and
- (d) always treating you in a courteous and respectful manner.

## 2.9. Resolution of complaints

After investigating your complaint in accordance with the measures set out above, we will propose a resolution or outcome of the complaint designed to rectify its cause and ensure it does not recur to the extent possible. You will be notified of our proposed resolution or outcome as soon as reasonably possible.

Further, as soon as reasonably possible, you will be given:

- (a) reasons for the decision regarding the resolution or outcome;
- (b) an opportunity to provide comments or ask questions in relation to the proposal or outcome; and
- (c) the contact details for the energy ombudsman in your State or Territory and advised of your right to refer the complaint to the relevant energy ombudsman if our proposed resolution or outcome is not satisfactory.

## 2.10. Accountability

We will ensure that we are fully accountable for your complaint, including by:

- (a) providing complaints resolution procedures in accordance with this Procedure; and
- (b) recording the details of your complaint in our client management system and using this information to measure broader customer satisfaction with our services and help us improve our services.

## 2.11. Continual improvement

We will seek to continually improve our customer service, this Procedure and our complaints handling procedures, including by:

- (a) reviewing and updating this Procedure on a regular basis, as discussed below; and
- (b) recording complaints and their outcomes in our client management system and using this data to measure customer satisfaction with our services and help us improve our services and our complaints handling procedures.

## 3. How to raise a complaint

### 3.1. Step 1: Get in contact with us

If you are dissatisfied with any aspect of our services (including our complaints-handling processes) or have a complaint against us, please contact our customer service representative and they will attempt to resolve your complaint.

You may contact a customer service representative by using the contact details set out below:

Phone: 1300 587 623  
Email: [service@activeutilities.com.au](mailto:service@activeutilities.com.au)  
Post: 40 English Street, Essendon Fields VIC 3041  
Fax: 1300 587 624

### 3.2. Step 2: If necessary, escalate your complaint

If our customer service representative is not able to provide you with a satisfactory resolution, you can immediately escalate your complaint to the customer service manager. The customer service manager will be responsible for your complaint and work with you to resolve that complaint.

You may contact a customer service manager by using the contact details set out below:

Phone: 1300 587 623  
Email: [complaints@activeutilities.com.au](mailto:complaints@activeutilities.com.au)  
Post: 40 English Street, Essendon Fields VIC 3041  
Fax: 1300 587 624

### 3.3. Step 3: If necessary, register an official complaint

If you are still not satisfied with our attempts to resolve your complaint, you can register an official complaint. In registering your official complaint and to help us resolve it as efficiently as possible, we will ask you to give us as much information as you can in relation to the complaint, its cause and other relevant circumstances. We will record the details of the complaint in our client management system and track its progress against the complaint resolution requirements set out in this Procedure. We will notify you of our proposed resolution as soon as reasonably possible.

You may register an official complaint by providing the following information

- (a) your name;
- (b) your account number;
- (c) a description of the specifics of your complaint including dates, related services and the names of Active Utilities Retail personnel you may have spoken to or dealt with; and
- (d) action you are seeking in the resolution of your complaint.

### 3.4. Step 4: If necessary, escalate your complaint or dispute to the general manager

If you are not satisfied with our proposed resolution of your complaint, or otherwise wish to make comments or ask questions about it, you may contact our customer service manager using the contact details set out above. If a satisfactory resolution still cannot be achieved, the customer service manager will refer your complaint to the general manager of Active Utilities Retail.

## 4. Accessibility options

For interpreter service for languages other than English please call the Translating and Interpreting Service (TIS National) on 131 450.

## 5. Energy Ombudsman

If, after our best efforts, we fail to provide you with a satisfactory resolution to your complaint, you may refer the complaint to the energy ombudsman in your State or Territory, using the following contact details:



<b>Victoria</b>	<b>Energy and Water Ombudsman (Victoria)</b>
Website:	<a href="http://www.ewov.com.au">www.ewov.com.au</a>
Telephone:	1800 500 509
Email:	<a href="mailto:ewovinfo@ewov.com.au">ewovinfo@ewov.com.au</a>
Postal Address:	Reply Paid 469 Melbourne VIC 8060
Complaints:	<a href="https://www.ewov.com.au/complaints/complaint-form">https://www.ewov.com.au/complaints/complaint-form</a>
<b>South Australia</b>	<b>Energy and Water Ombudsman (SA)</b>
Website:	<a href="http://www.ewosa.com.au">www.ewosa.com.au</a>
Telephone:	1800 665 565
Postal Address:	GPO Box 2947, Adelaide, SA, 5001
Complaints:	<a href="http://www.ewosa.com.au/index.php/complaint-form">http://www.ewosa.com.au/index.php/complaint-form</a>
<b>NSW</b>	<b>Energy and Water Ombudsman NSW</b>
Website:	<a href="http://www.ewon.com.au">www.ewon.com.au</a>
Telephone:	1800 246 545
Email:	<a href="mailto:omb@ewon.com.au">omb@ewon.com.au</a>
Postal Address:	Reply Paid 86550, Sydney South NSW 1234
Complaints:	<a href="http://www.ewon.com.au/index.cfm/making-a-complaint/complaint-forms/customer-complaint-form/">http://www.ewon.com.au/index.cfm/making-a-complaint/complaint-forms/customer-complaint-form/</a>
<b>Queensland</b>	<b>Energy and Water Ombudsman Queensland</b>
Website:	<a href="http://www.ewoq.com.au">www.ewoq.com.au</a>
Telephone:	<u>1800</u> 662 837
Email:	<a href="mailto:complaints@ewoq.com.au">complaints@ewoq.com.au</a> or <a href="mailto:info@ewoq.com.au">info@ewoq.com.au</a>
Postal Address:	PO Box 3640 South Brisbane BC Qld 4101
Complaints:	<a href="http://www.ewoq.com.au/submit-a-complaint">http://www.ewoq.com.au/submit-a-complaint</a>

<b>ACT</b>	<b>ACT Civil and Administrative Tribunal</b>
Website:	<a href="http://www.acat.act.gov.au">www.acat.act.gov.au</a>
Telephone:	02 6207 1740
Email:	tribunal@act.gov.au
Postal Address:	GPO Box 370 Canberra ACT 2601

These details will also be available to customers on our website on the Complaints page.

Our standard retail contracts and market retail contracts also recognise your right to refer complaints to the relevant energy ombudsman and set out the contact details for the energy ombudsman in each State and Territory.

## 6. Review

This Procedure has been approved by Active Utilities Retail's directors. It will be regularly reviewed by senior management to assess its performance, including against any indicators published by the Australian Energy Regulator or any other relevant body from to time, and updated to ensure it complies with the relevant laws and regulations. Any changes to this Procedure must be approved by the directors.

## 7. Version Control

Version	Amendment	Author and date
Version 1		CJ 26.02.2018
Version 2	Amended clause 5 with reference to website.	AW 10.05.18