

ActewAGL complaints and dispute resolution



Responsible Officer: Group Manager Commercial Services Retail

Procedure Custodian: General Manager Retail

Division: Retail

Date of effect: 1 July 2012

Date of last review: 20 April 2020

1. Purpose

The purpose of this document is to provide customers and other interested parties with an understanding of ActewAGL's complaints handling procedure.

This procedure ensures that ActewAGL can manage and respond to complaints in a way that meets customer and community requirements, informs management about service standards and trends, and meets regulatory and legislative requirements.

This procedure will address the following aspects of complaint handling:

- providing complainants with an open, effective and responsive complaints process
- recognising and addressing the needs and expectations of customers
- analysing and evaluating complaints in order to improve the products and services offered by ActewAGL
- creating a customer-focused environment that is open to feedback including complaints
- providing the basis for continual review and analysis of complaints handling and associated processes.

2. Scope

This policy applies to the complaint handling processes provided by ActewAGL Retail.

3. Commitment

It is ActewAGL's policy to deal in a friendly and helpful manner with customer enquiries and concerns. ActewAGL will endeavour to resolve all concerns, provided it is reasonable to do so, without the need for the customer to lodge a formal complaint.

Where a customer chooses to escalate a concern to a complaint, ActewAGL will record the complaint and acknowledge, apologise and act to ensure that complainants promptly receive the standard of service to which they are entitled under legislation or contract.

All complaints will be handled fairly, effectively and courteously and in a manner which is equitable, objective and unbiased. ActewAGL will take care to monitor all complaints received and complainants will be kept informed of the progress of their complaint.

Where possible, ActewAGL will seek to resolve complaints without delay.

4. Visibility

ActewAGL's complaint handling procedure will be made available on the ActewAGL website or upon request.

5. Accessibility

ActewAGL has designed its complaints handling process to provide flexibility to customers wishing to make a complaint.

If a customer wishes to lodge a complaint, they can do so by phone, letter, fax, or in person. Special arrangements will also be made available to complainants with specific needs.

6. Confidentiality

Personally identifiable information concerning complainants will only be used for the purposes of addressing the complaint. Personal information will be used and disclosed in accordance with ActewAGL's *Privacy Policy*.

7. Escalation

Complaints will be escalated to the relevant Complaints Officer, or to a Team Leader on request. If not immediately available, a Team Leader will endeavour to call back on the same day.

Further escalation to the Senior Call Centre Supervisor or other Senior Management is available if the nature of the complaint is outside of the delegated authority of the Team Leader.

8. How can a complaint be made?

A complaint can be made by telephone call, email, fax or letter and forward to the following Customer Liaison team for actioning:

For complaints relating to electricity accounts, natural gas accounts, marketing, credit contracts, sales calls and related topics please contact:

ActewAGL Retail Customer Liaison team

Phone: 02 62483519

Fax: 02 62483865

Email: resolutions@actewagl.com.au

Post: Customer Liaison ActewAGL Retail GPO Box 366 Canberra ACT 2601

For complaints relating to electricity or natural gas networks, such as wires, poles, gas pipes, supply outages, entry to land or site restoration or a related issue, please contact:

Evoenergy Customer Resolutions

Phone: 02 62483423

Email: customerresolutions@evoenergy.com.au

Post: Customer Resolutions Evoenergy GPO Box 366 Canberra ACT 2601

9. Receipt of complaint

Upon receipt of a complaint, it will immediately be allocated to the appropriate Complaints Officer. The Complaints Officer will record the complaint and any supporting information into ActewAGL's corporate complaint handling system. This ensures that complaint progress can be monitored through to completion and provides the ability to analyse complaints allowing for identification of process improvement and/or training needs to better serve customers.

ActewAGL requires the following information in order to record a complaint:

- details of the complainant
- installation details of the complainant
- contact details of the complainant
- details and description of the complaint
- requested resolution (if provided)
- immediate action taken (if any).

10. Response standards

All complaints received will be acknowledged immediately or as soon as practicable after receipt. Where a complaint is received via telephone or in person, it should be considered as having been acknowledged immediately.

ActewAGL will endeavour to provide a meaningful response within 20 business days from receipt. For complaints that are of a complex nature and require extensive investigation, or where a complaint cannot be resolved within 20 business days, ActewAGL will keep the complainant informed of progress and agree on a mutually acceptable extension of time.

Responses will be provided in writing, either via email or post, unless the complainant has indicated that a telephone response is sufficient.

11. Investigation/closure

All complaints will be initially assessed in terms of severity, safety, complexity and impact. ActewAGL will make every reasonable effort to investigate all the relevant circumstances and information surrounding a complaint. If the complaint is of a particularly serious nature, ActewAGL will take immediate action to resolve it.

As part of its response to the complainant, ActewAGL will propose action to be taken to correct the issue and/or prevent it from happening in the future. If the complainant accepts the proposed decision or action, it will be carried out and recorded. If the complainant rejects the proposed decision or action, then the complaint will remain open and the complainant will be informed of alternative resolution options available.

If the complainant is dissatisfied with the initial response, the complainant can request for the complaint to be reviewed by senior ActewAGL management. Otherwise, the complainant can refer the matter to the Ombudsman.

12. Ombudsman

If a complainant is not satisfied with the response received from ActewAGL and the matter has already been reviewed by senior management, they should refer the matter to their local Ombudsman.

For ACT matters

The ACT Civil and Administrative Tribunal can be contacted via:

Mail: PO Box 370 Canberra ACT 2601
Phone: 02 62071740
Fax: 02 62054855
Email: ewcomplaints@act.gov.au

For NSW matters

The Energy Ombudsman can be contacted via:

Mail: Reply Paid 86550 Sydney South NSW 1234
Phone: 1800 246545
Fax: 1800 812291
Email: omb@ewon.com.au

For matters relating to Credit contracts

Credit and Investments Ombudsman – Case Management via:

Mail: PO Box A252 Sydney South NSW 1235
Phone: 1800 138422
Fax: 02 92738440
Email: complete an online form via www.cio.org.au/contact/

For matters relating to appliances purchased through the ActewAGL Energy Shop Fair Trading ACT (Office of Regulatory Services) via:

Mail: GPO Box 158 Canberra ACT2601
Phone: 13 22 81 (Access Canberra)
Fax: 02 62070538
Email: Complete online form at www.accesscanberra.act.gov.au/app/ask/c/233

Review of the *Complaints Handling Procedure*

This procedure will be reviewed annually to ensure all aspects remain relevant and in force. The procedure has been developed in line with the Australian Standard ISO 10002:2018.

If you have any questions regarding this procedure, please forward your enquiry to resolutions@actewagl.com.au