

a how to guide

Standard Complaints and
Dispute Resolution Procedures



our commitment

At Alinta Energy, we are committed to delivering the highest level of customer service. We want to make sure you enjoy being a customer of Alinta Energy and would love your feedback, be it positive or negative. To help us to continue to improve our service, if you're not happy with the service you're receiving from us, please let our team know as soon as you can so we can start resolving it for you.

The way we work through any problems or complaints is by using Our Standard Complaints and Dispute Resolution Procedures. These have been developed in accordance with *AS/NZS 10002:2014 – Guidelines for complaint management in organisations*.

We will of course handle any complaints or feedback in a confidential manner, and there's no cost to you. Any of your personal information collected during this process will be managed in accordance with our Privacy Policy.

It's really important for us to know if you're unhappy or even just to take on your feedback, because we not only want happy customers, but we are also focused on the continuous improvement of our business. If we don't know there's an issue, we can't fix it.

How to provide feedback or lodge a complaint

We encourage you to contact Alinta Energy directly in the first instance to enable a quick and effective resolution of any issues.

You can do this in a number of ways by:

- calling the team on **133 702** (Monday to Friday 8am to 7pm or Saturday from 9am to 4pm);
- logging your feedback on our website;
- or
- posting your comments to: Alinta Energy, GPO Box 1302, Melbourne VIC 3001.

Teletype (TTY) available on **1300 306 006** and Interpreter Services are available by calling **13 14 50**.

Where a complaint is raised, Alinta Energy will address it in an equitable, objective and unbiased manner.

When to expect a response

We will acknowledge your enquiry, complaint or dispute as soon as possible within 24 hours of receipt and aim to resolve the enquiry within five business days from when we receive your feedback in a fair and reasonable manner.

There may be times when we need a bit longer to find the answer or solution, but we will be sure to contact you within five business days to give you an update, and let you know when we think we'll find the answer or solution. We will also confirm how frequently you'd like to be updated moving forward.

We will get back to you by phone unless you have told us you would prefer we respond some other way, such as in writing.

When we respond to your query or complaint, we will ask you to let us know whether you are satisfied with our response within 10 business days. If we don't hear back from you within this time, we will assume the matter has been resolved satisfactorily.

Need to escalate a matter further?

At any time you can tell us that you wish to escalate a matter. If this happens we will refer your query or complaint to senior managers within our team. At this point we will also remind you of your right to refer the matter to your State Energy Ombudsman. The Energy Ombudsman is an independent, free service available to domestic and business customers and can investigate and resolve disputes between customers and electricity and gas companies.

Please find details below on how to contact your local Energy Ombudsman.

SOUTH AUSTRALIA

Energy Industry Ombudsman of South Australia
GPO Box 2947 Adelaide, South Australia 5001
Freecall (from Australia) 1800 665 565
Freefax 1800 665 165
Overseas call +61 8 8216 1888
Overseas fax +61 8 8216 1844
www.eiosa.com.au

VICTORIA

Energy and Water Ombudsman Victoria
Reply Paid 469
Melbourne, Victoria 8060
Freecall (from Australia) 1800 500 509
Freefax (from Australia) 1800 500 549
www.ewov.com.au

NEW SOUTH WALES

Energy and Water Ombudsman of
New South Wales
Reply Paid 86550 Sydney South,
New South Wales 1234
Freecall (from Australia) 1800 246 545
Freefax (from Australia) 1800 812 291
www.ewon.com.au

QUEENSLAND

Energy and Water Ombudsman Queensland
PO Box 3640 South Brisbane BC,
Queensland 4101
Freecall (from Australia) 1800 662 837
Fax 07 3087 9477
www.ewoq.com.au