

STANDARD COMPLAINTS AND DISPUTE RESOLUTION POLICY AND PROCEDURE



Please read this document to find out more about Alinta Energy's complaint and dispute resolution policy and procedure.

Don't hesitate to call us if you have any questions.

Purpose

The purpose of the Complaints and Dispute Resolution Policy and Procedure is to:

- Ensure all complaints are dealt with in an unbiased and objective manner with a fair and reasonable outcome. Ensure an accessible and reasonable complaints process is in place; and
- Provide mechanisms for resolution in a timely, efficient, and courteous manner.

Our commitment

At Alinta Energy, we recognise that customer feedback is valuable in improving our systems, procedures, products, and services.

We also recognise and value the right of every customer to be treated respectfully, fairly, and have their concerns heard and responded to in a timely manner.

We protect the personal information of our customers in accordance with the Australian Privacy Laws. You can view our Privacy Policy [here](#).

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 10002:2022* – Guidelines for complaint management in organisations.

How to provide feedback or lodge a complaint

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

Alinta Energy customers can make a complaint to Alinta Energy directly by phone, post or via the feedback form available on our [website](#).

Online form

[Click here to open](#)

Call us

1300 860 833

(Monday to Friday 8am to 6pm,
Sat 8am – 12pm AEST)

Write to us

Alinta Energy – Feedback
GPO Box 1302 Melbourne VIC 3001

If you require the assistance of our interpreter services, please call **13 14 50**.

What happens after a complaint is made and when to expect a response

Our trained staff will handle each complaint impartially, empathetically, professionally, and in line with jurisdictional regulatory requirements where applicable.

We will acknowledge your enquiry, complaint, or dispute within two (2) business days via your preferred communication channel and aim to resolve the enquiry within five business days from when we receive your feedback in a fair and reasonable manner.

Each complaint is recorded to help us perform periodical reviews and will assist us to improve our processes, products & services.

Customers will be kept informed on the progress of their complaint as we progress through our investigation.

Alinta Energy has the right to cease interacting with a customer regarding their complaint should the customer engage with Alinta Energy in an unreasonable or disrespectful manner. For more information, please see our Customer Service Charter.

A complaint can also be made through an external dispute resolution scheme should you not be happy with the resolution offered. Please note the Ombudsman can only assist after you have raised your complaint with us. Please find details below on how to contact your local Energy Ombudsman.

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

Free call (from Australia) 1800 665 565

Free fax 1800 665 165

Overseas call +61 8 8216 1888

Overseas fax +61 8 8216 1844

www.ewosa.com.au

VICTORIA

Energy and Water Ombudsman Victoria
Reply Paid 469
Melbourne, Victoria 8060
Free call (from Australia) 1800 500 509
Free fax (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
Free call (from Australia) 1800 246 545
Free fax (from Australia) 1800 812 291
www.ewon.com.au

QUEENSLAND

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

WESTERN AUSTRALIA

Energy and Water Ombudsman Western Australia
PO Box Z5386, St Georges Terrace, Perth WA, 6831
Free call (from Australia) 1800 754 004
Fax 08 9220 7599
energyandwater.ombudsman.wa.gov.au