

A commitment to you

Alinta Energy values positive relationships with its customers. We recognise that customer feedback is valuable in improving our systems, procedures, products and services.

We also recognise that every customer has the right to complain.

We are committed to ensuring that customers who make a complaint are treated fairly and with respect and have their concerns heard and responded to in a timely manner.

We also understand that Western Australia includes many diverse communities with specific cultural and linguistic needs. Our frontline staff are trained to identify complainants who may need special assistance, including vulnerable customers. If required, we can provide support and other practical assistance to help you make a complaint.

Our policy

Our Complaints Management Policy has been developed in accordance with Australian Standard AS 10002:2022 Guidelines for complaint management in organizations.

Our policy:

- Provides a safe and accessible platform for customers to make a complaint;
- Ensures customers making a complaint are treated fairly and with courtesy;
- Ensures complaints are managed in a responsive, impartial and unbiased manner; and
- Delivers fair and reasonable outcomes in a timely, efficient and courteous manner.

Contact us

Online:
alintaenergy.com.au

Email:
customer.services@alintaenergy.com.au

Telephone **13 13 58**
Monday – Friday 8am to 6pm and
Saturdays 8am – 12pm
(Local call fee from anywhere in WA
excluding mobiles)



National Relay Service (TTY)
13 36 77



Telephone Interpreter Service
1300 195 575

Please contact us if you required a large print copy of this brochure.

Alinta Sales Pty Ltd trading as Alinta Energy
ABN 92 089 531 984

Locked Bag 55 Perth WA 6849
T **13 13 58**
E **customer.services@alintaenergy.com.au**

Complaints Management Policy (WA)

Residential and
Small Business Customers

How to make a complaint

You can make a complaint to us in a number of ways:

- Complete the customer enquiry form on our website at **alintaenergy.com.au**
- Send an email to **customer.complaints@alintaenergy.com.au**
- Call us on **13 13 58** (local call fee from anywhere in WA, excluding mobiles)
- Post your comments to:
Alinta Energy
Attention – Customer Complaints
Locked Bag 55 Perth BC WA 6849

Where a complaint is raised with us, we will address it in an equitable, objective and unbiased manner.

To assist us review your complaint, you should provide us with as much information as possible, including:

- Your contact details and preferred method of communication.
- Whether you require any support to assist you make the complaint.
- Details of the issues you would like to raise. If you are writing to us, please include sufficient information to ensure we can effectively and efficiently review your complaint.
- The outcome you are seeking.

Note: Complaints submitted without contact information can only be addressed where sufficient information about the complaint is provided.

Our process

Alinta Energy aims for “first contact resolution”, however this may not be achievable for more complex complaints.

If you have written to us, we will acknowledge your complaint within 10 business days and respond to your complaint by addressing the matters in your complaint within 20 business days.

If you have raised a complaint that does not relate to our functions, we will advise you of the entity that we consider to be the most appropriate to deal with your complaint.

Our trained staff will handle your complaint impartially, empathetically, professionally and in accordance with regulatory requirements. We will keep you informed on the progress of your complaint as we progress through our investigation.

When we have completed our investigation, we will inform you of the outcome and the reasons for the outcome. If you are not happy with the resolution offered by us, you can request that your complaint be escalated to a senior manager, or you can raise your complaint with the Energy and Water Ombudsman Western Australia, a free and independent dispute resolution body. Contact details for the Ombudsman have been provided.

Note: We have the right to cease interacting with a customer regarding their complaint if the customer engages with us in an unreasonable or disrespectful manner.

Contacting the Ombudsman

You can contact the Energy and Water Ombudsman Western Australia in a number of ways:

- Call **08 9220 7588** or freecall **1800 754 004** (free from landline)
- Complete the online form at **energyandwater.ombudsman.wa.gov.au**
- Send an email to **energyandwater@ombudsman.wa.gov.au**
- Post your comments to:
Energy and Water Ombudsman Western Australia
PO Box Z5386 St Georges Terrace, Perth WA 6831

Your privacy

Any information you disclose to us and we hold about you will be treated confidentially and in accordance with our Privacy Policy, which you can find on our website at **alintaenergy.com.au/privacy** or phone us on **13 13 58** and ask for a copy.

