



Retailer End User Complaints & Disputes Policy

Complaints & Disputes Policy



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1 Retailer End User Complaints & Disputes Policy

1.1 Introduction & Purpose

Humenergy Group is committed to resolving all dispute and complaints in a timely, courteous, respectful and efficient manner. We place a high value customer satisfaction and strive to achieve excellence in this area.

This policy specifically deals with Complaints and Disputes raised by End Users that are billed for or sold Energy by Humenergy Group (also RMS Energy). This Policy applies to all energy End Users who have a complaint or a dispute relating to Humenergy Group.

1.2 Policy Statement

Humenergy Group is committed to providing quality services which meet the needs of their customers. We recognise the value of customer complaints as an important tool in monitoring and responding to customer expectations. We shall achieve this by:

- a) Recognising, promoting and protecting customers' rights to complain about their dealings with us.
- b) Ensuring that an accessible complaints management process is in place.
- c) Taking appropriate action to resolve complaints as required.
- d) Providing a mechanism for resolving complaints in a timely, efficient and courteous manner.
- e) Recording, assessing and reviewing complaints on an ongoing basis in order to improve the products and services offered by Humenergy.
- f) Handling complaints in fair way to all parties and allow everyone's views to be heard and considered in a balanced way.
- g) Compliance to the guiding principles of AS ISO 10002-2006 'Customer Satisfaction – Guidelines for complaints handling.
- h) Establishing a complaint and dispute tracking system to ensure that systemic problems are identified, classified and analysed.

1.3 Our Complaint Response Actions

As with Humenergy's overarching approach to dispute resolution, our approach to handling End User complaints is as follows:

- 1) Accurately record the details of the complaint
- 2) Give the complaint fair and reasonable consideration, and treat the complainant respectfully
- 3) Handle all associated information within privacy and confidential guidelines
- 4) The Staff member that takes the complaint will seek to achieve a simple, quick, inexpensive, and fair outcome within a reasonable timeframe within bounds of their competency and knowledge
- 5) The Staff member will keep the customer informed of any progress.
- 6) If the issue cannot be resolved by the relevant Staff member, they will escalate the matter to their immediate manager
- 7) The immediate manager will then seek to resolve the issue in accordance with the above guidelines
- 8) If the manager cannot resolve the dispute, the manager can escalate the issue to a senior manager who will then seek to resolve the issue in accordance with the above guidelines

1.4 Escalating Complaints

We utilised a tiered system for escalating complaints to provide additional opportunities for resolving complaints in a timely, efficient and courteous manner. There are three levels of escalation for complaints:

1. Point of contact – normally Administration Officer or Energy Services Officer
2. Energy Services Manager
3. Business Manager

1.5 Alternative avenues for dealing with complaints

The Energy and Water Ombudsman in each state is a free and independent service that can provide information, advice and assistance to customer who feel any complaint is not satisfactorily dealt with.

All our customers in NSW have the right to contact the Energy & Water Ombudsman NSW (EWON) at any time for independent advice and information. EWON's contact details are below.

We would encourage all customers contact us directly in the first instance to allow us the opportunity to rectify any issues.

1.6 Ombudsman Contact Details

Queensland Energy Ombudsman Queensland Mail: PO Box 3640, South Brisbane QLD 4101 Phone: 1800 662 837 Fax: (07) 3227 7068 Email: info@eq.com.au Web: www.eoq.com.au

Energy and Water Ombudsman New South Wales (EWON) Post Reply Paid 86550, Sydney South NSW 1234 Freecall 1800 246 545 Freefax 1800 812 291 Email complaints@ewon.com.au Website www.ewon.com.au

ACT ACT Civil and Administrative Tribunal. Mail: DX5691, GPO Box 370, Canberra ACT 2601 Phone: (02) 6207 1740 Fax: (02) 6205 4855 Email: tribunal@act.gov.au Web: www.acat.act.gov.au

South Australia Energy Industry Ombudsman SA Mail: GPO Box 2947, Adelaide SA 5001 Phone: 1800 665 565 Fax: 1800 665 165 Email: contact@eiossa.com.au Web: www.eiossa.com.au

1.7 Review

This policy is communicated to all our employees in the organization and it will be reviewed annually for continual improvement. The Managing Director is responsible for the implementation of this policy throughout the organization effectively.