

COMPLAINTS AND DISPUTES RESOLUTION POLICY JUNE 2024

OUR COMMITMENT

1st Energy recognises that everybody has the right to complain and we promise to listen and learn from our customers and treat every customer with dignity and respect.

Any individual who makes a complaint has the right to not be discriminated against because of making the complaint. This means customers will not be treated unfavourably, including in the way 1st Energy communicates and provides services both during the resolution of the complaint and once the complaint is resolved.

We will actively encourage our customers to raise issues so that they can be addressed and we can learn from each complaint.

We aim to meet the standards specified in Australian Standard AS ISO 10002 'Customer satisfaction – Guidelines for complaints handling in organisations' (as amended over time) and the conditions of licences under which we operate our business including the National Energy Retail Rules and the Energy Retail Code of Practice.

WE AIM TO

- Recognise, promote, and protect customers rights to complain about dealings with 1st Energy
- Ensure that an accessible complaints management process is in place
- Inform customers how they can make a complaint via our website, email, call centre, terms and conditions, and live chat
- Handle complaints in an equitable, unbiased, and objective manner, being fair to all involved parties
- Not charge a customer for lodging and resolving a complaint
- Provide a supportive working environment with adequate resources appropriately trained and competent to deal with complaints
- Offer a process for resolving complaints in a timely, efficient, and courteous manner
- Record, assess and review complaints on an ongoing basis to improve the products and services offered by 1st Energy
- Embed an effective and efficient complaints management process that is aligned with 1st Energy business values, core vision and strategic objectives
- Manage all complaints confidentially and as per the requirements of our privacy policy
- Be accountable to our complaints providing visibility within 1st Energy on statistics and opportunities
- Review this policy regularly

HOW WE'LL MANAGE YOUR COMPLAINT

- We'll listen to what you have to say.
- We'll respond to complaints promptly and keep complainants informed of the process and the progress of their complaint.
- 1st Energy will acknowledge all complaints received within 5 days and agree on a resolution timeframe dependent on the nature and complexity of the complaint.
- We'll accurately record the details of the complaint and aim to resolve it immediately, giving it fair and genuine consideration and seek to achieve a fair outcome for both the customer and 1st Energy.
- We'll inform you of the outcome of any review we conduct.
- If appropriate, 1st Energy will make changes to remedy the situation to prevent the situation from recurring.
- You can raise a billing dispute and we'll conduct the review in accordance with this policy. Whilst reviewing your bill we may ask you to pay the non-disputed amount or an amount equal to the average amount you paid in the previous 12 months.
- If a complainant is dissatisfied with a decision, we will inform the customer of their right to have their complaint reviewed by a more senior 1st Energy representative.
- If the complaint is not resolved to the customer's satisfaction, we will inform the customer that they may take their complaint to the relevant external dispute resolution body (i.e., the relevant ombudsman).
- Customers can provide a self-read when an estimated bill has been received and have their bill reissued based on the self-read. In some circumstances 1st Energy may not accept the self-read for example, when the self-read is lower than the previous actual read, or the self-read is received on or after the day the bill is due. In the circumstances when we can't accept a self-read 1st Energy will:
 - let the customer know in writing why we can't accept the self-read;
 - advise the customer they can raise a complaint with 1st Energy; and
 - advise the customer they can raise a complaint with their Ombudsman.

TELL US ABOUT YOUR COMPLAINT



Call us on 1300 426 594



Write to us at Customer Experience Team, PO Box 16029, Collins Street West VIC 8007



Online at 1stenergy.com.au/complaints



Interpreter Services 13 14 50

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South Australia
Energy and Water Ombudsman
www.ewosa.com.au

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Energy Ombudsman Tasmania
www.energyombudsman.tas.gov.au

Queensland
Energy and Water Ombudsman
www.ewoq.com.au

New South Wales
Energy and Water Ombudsman
www.ewon.com.au

Victoria
Energy and Water Ombudsman
www.ewov.com.au