

# Complaints and dispute resolution

## Key summary points

- This document explains Evoenergy's approach to handling complaints, ensuring the process is open and aligned with customer and community expectations.
- This document supports continuous improvement and regulatory compliance by analysing complaints to enhance services and meet standards.

## 1 Purpose

The purpose of this document is to provide customers and other interested parties with an understanding of Evoenergy's complaints and dispute handling procedure. It ensures Evoenergy can manage and respond to complaints in a way that meets customer and community requirements, informs management about service standards and trends, and meets regulatory and legislative requirements including Australian Standard: Guidelines for complaints management in organisations (AS/NZ 10002:2014).

This procedure addresses the following aspects of complaint handling:

- Providing complainants with an open, effective and responsive complaints process.
- Recognising and addressing the needs and expectations of customers.
- Analysing and evaluating complaints to improve the products and services offered by Evoenergy.
- Creating a customer-focused environment that is open to feedback including complaints.
- Providing the basis for continual review and analysis of complaints handling and associated processes.

## 2 Scope

This procedure applies to the resolution of complaints arising out of the services provided by Evoenergy to its customers.

## 3 Commitment

It is Evoenergy's policy to manage customer enquiries and concerns in a friendly and helpful manner. Where reasonable, Evoenergy will endeavour to resolve all concerns without the need for the customer to lodge a formal complaint. Evoenergy will ensure that complaints are handled promptly, and that complainants receive the standard of service to which they are entitled under legislation or contract. All complainants will be treated fairly, effectively and courteously, and in an equitable, objective and unbiased manner. Evoenergy will take care to monitor all complaints that are received, and complainants will be kept informed of the progress of their complaint.

## 4 Visibility

This Complaints and Dispute Resolution Procedure is available on the Evoenergy website [www.evoenergy.com.au](http://www.evoenergy.com.au) and is available upon request.

## 5 Accessibility

Evoenergy has designed its Complaints and Dispute Resolution Procedure to provide flexibility to all customers wishing to contact Evoenergy. Our Customer Resolutions team is available by phone or email.

Special arrangements can be made available to complainants with specific needs: please inform us of your requirements and we will endeavour to make arrangements to cater for you.

Evoenergy offers access to a language interpreter assistance service to cater for customers from diverse cultural and linguistic backgrounds. For interpreter assistance please call 13 14 50.

## 6 Confidentiality

Personally identifiable information concerning complainants will only be used for the purposes of addressing the complaint. Personal information will be used and disclosed in accordance with Evoenergy's Privacy Policy, available on our website: <https://www.evoenergy.com.au/legal/privacypolicy> or otherwise in accordance with the law including the Privacy Act 1988 (Cth).

## 7 Lodging a complaint

Complaints can be submitted to the Customer Resolutions Team via telephone, email or letter:

Phone: 132386

Email: [customerresolutions@evoenergy.com.au](mailto:customerresolutions@evoenergy.com.au)

Mail: Evoenergy Customer Resolutions, GPO Box 366, Canberra ACT 2601

Customers should contact their electricity or gas distributor for questions about:

- trees in powerlines
- power lines and gas pipelines connecting your property to the network in your street
- power or gas outages
- problems with supply quality, such as low or high frequency

Customers should contact their electricity or gas retailer for questions about:

- getting connected to the network
- arranging for supply of electricity or gas to your home or business
- concerns with salespeople or how the service was sold to you
- their rights in relation to cancelling or varying a contract
- a new contract that they think was entered without their consent, billing, metering or account concerns

## 8 Receipt of a complaint

Upon receipt of a complaint, it will be allocated to a Customer Resolutions Officer. The Customer Resolutions Officer will record the complaint and any supporting information into Evoenergy's complaints handling system. This will ensure that complaint progress is monitored through to resolution. It also enables Evoenergy to analyse complaints, which will help us to identify areas for improvement and training needs so that we can serve our customers better.

Complaints can be lodged anonymously, and complainant details are only required if a complainant would like a response. Evoenergy would prefer contact details be provided in the interests of safety. A complaint may be escalated to the relevant senior manager if the complainant considers the proposed resolution unsatisfactory.

## 9 Response standards

All complaints received through Customer Resolutions will be acknowledged within two (2) business days of receipt.

Evoenergy will endeavour to provide a meaningful response within 20 business days from receipt of a complaint. For complaints that are complex in nature and require extensive investigation, or where a complaint cannot be resolved within 20 business days, Evoenergy will keep the complainant informed of the progress and agree on a mutually acceptable extension of time. A customer may be entitled to a rebate as per the Consumer Protection Code where Evoenergy has failed this obligation.

Responses will be provided by telephone unless the complainant requests the response in writing, in which case the response will be by email or post.

## 10 Investigation closure

All complaints will be initially assessed in terms of severity, safety, complexity and impact. Evoenergy will make every reasonable effort to investigate all relevant circumstances and information surrounding a complaint.

If the complaint is of a particularly serious nature, Evoenergy will take immediate action to resolve it.

As part of its response to the complainant, Evoenergy will propose action to be taken to correct the issue, and/or prevent it from happening in the future. If the complainant accepts the proposed decision or action, it will be carried out and recorded. If the proposed decision or action is deemed unsatisfactory by the complainant, the complaint will remain open and may be escalated to senior management.

At any stage within the management of the complaint the complainant may refer the matter to the relevant ombudsman.

## 11 Escalation

A complaint may be escalated to the relevant senior manager where the provision of a resolution by the Customer Resolutions Officer is deemed unsatisfactory by the complainant. The senior manager will review the complaint in line with this procedure and will advise the customer of the outcome of their review as soon as is practicable after the complaint has been escalated.

## 12 Ombudsman

At any stage of resolution, the complainant may refer the matter to the relevant ombudsman.

The ombudsman offers an independent dispute resolution service and can investigate complaints about:

- disputed accounts and high bills
- debts and overdue amounts
- disconnection of supply
- reliability and quality of supply
- connection issues
- poor customer service

Should the customer choose to pursue a matter through the ACT Civil & Administrative Tribunal (ACAT), they can be contact them via:

- Mail: GPO BOX 370, Canberra ACT 2601
- Phone: 02 6207 1740
- Email: [tribunal@act.gov.au](mailto:tribunal@act.gov.au)
- Website: <https://www.acat.act.gov.au>

## 13 Review of this procedure

This procedure will be reviewed annually to ensure all aspects remain relevant and in force. If you have questions regarding this procedure, please forward your enquiry to [customerresolutions@evoenergy.com.au](mailto:customerresolutions@evoenergy.com.au)

These procedures have been developed in line with the Australian Standard AS ISO 10002:2014.