



# **REAMPED ENERGY PTY LTD**

## **Complaints and Disputes Resolution Policy** Version 4

Public Document



# CONTENTS

<b>VERSION CONTROL</b>	<b>3</b>
<b>1.0 Introduction</b>	<b>4</b>
1.1 Purpose	4
1.2 Scope	4
1.3 Commitment	4
<b>2.0 Terms and Definitions</b>	<b>6</b>
<b>3.0 Guideline principles</b>	<b>7</b>
3.1 Facilitate complaints	7
3.2 Respond to complaints	9
3.3 Manage the parties to a complaint	9
<b>4.0 Complaint management system</b>	<b>10</b>
4.1 Introduction	10
4.2 Making complaints	10
4.3 Receipt of complaints	10
4.4 Acknowledgement of complaints	10
4.5 Initial assessment and addressing of complaints	11
4.6 Providing reasons for decisions	11
4.7 Closing the complaint, record keeping, redress and review	12
4.8 Alternative avenues for dealing with complaints	12
<b>5.0 Accountability and learning</b>	<b>13</b>
5.1 Analysis and evaluation of complaints	13
5.2 Monitoring of the complaint management system	13
5.3 Continuous improvement	13



## VERSION CONTROL

Version	Amendment	Author and Date
Version 1	Initial Version	Jason Donald - 01.09.2017
Version 2	Document Review	Jason Donald - 25.02.2018
Version 3	Document Review	Jason Donald - 31.07.2018
Version 4	Document Review	Jason Donald - 06.08.2018



## 1.0 | INTRODUCTION

ReAmped Energy's Complaints and Disputes Resolution policy has been integrated with the EWON complaint handling policy template to ensure compliance with the NERR, AS/NZS 10002-2014 and all other relevant standards. As an organisation we value our customers right to raise a complaint and acknowledge that we are accountable for our actions.

ReAmped continually strives to remove any factor that would lead to the dissatisfaction of our customers although we understand that this may not always be possible prior to it being brought to our attention. Therefore, we hold the view that complaints and disputes bring not only something that demands swift and fair resolution but also an opportunity for improvement.

## 1.1 | PURPOSE

This policy intends to provide guidance and clarity for customers and staff on how a complaint is made and how a complaint will be handled by ReAmped.

## 1.2 | SCOPE

This policy applies to all staff receiving or managing complaints from customers regarding our products and services.

Where a complaint or dispute comes from another participant in the National Energy Market (NEM) and is directed at ReAmped's role in the NEM, the separate process set out in Chapter 8 of the National Electricity Rules will be applied.

## 1.3 | COMMITMENT

ReAmped Energy expects all staff members who play a role in the handling and resolution of complaint to do so in a compassionate, professional and timely manner. The following table displays some of our key commitments to the correct resolution of complaints:



Who	Commitment	How
Chief Executive Officer (CEO)	<p>Create an environment that values complaints and their effective resolution</p> <p>Commitment to allocating resources to ensure compliance with obligations under applicable laws and this policy.</p> <p>Commitment to report to the board on the management of complaints, including the number and nature of complaints received</p>	<p>In order to create an environment that values complaints the Chief Executive Officer (CEO) will work collaboratively with members of staff involved in complaints handling to help provide insight and direction. In order to sustain this environment, we will promote recognition and reward for good complaint management. The CEO and Customer Services Manager will work closely, reviewing reports and analyzing data on the complaints made to further improve and optimize our complaints management system. Staff suggestions for improvements are encouraged.</p> <p>Supported by Compliance consultants and compliance team, the CEO will prioritize resource allocations to meet compliance obligations under applicable laws and this policy.</p> <p>As a permanent CEO agenda item for future board meetings, the CEO will report on the number, nature and management of complaints.</p>
Customer Services Manager (CSM)	<p>Establish and manage our complaint management system.</p> <p>Demonstrate exemplary complaint handling practices</p>	<p>The Customer Services Manager will ensure that all staff have adequate support, training and empowerment to handle complaints in a fair and compassionate manner. The CSM will be responsible for the oversight of and reporting on complaints. Further to overseeing complaints management, the CRM will also be readily available to assist staff in resolving more serious or escalated complaints</p>
Customer Support Team Leader	<p>Demonstrate exemplary complaint handling practices</p>	<p>A ReAmped Customer Support team leader will take a professional, compassionate and unbiased approach to not only handling a complaint but also assisting other staff. In order to maintain high quality customer services, they will remain familiar and complaint with the latest version of this policy. It is encouraged that feedback and suggestions for improvement are replayed to management</p>
Customer Service Team	<p>Demonstrate exemplary complaint handling practices</p>	<p>The Customer Support team will take a professional, compassionate and unbiased approach to not only handling a complaint but also assisting each other. Comprehensive ongoing training as well as an open workplace will help the Customer Service team maintain exceptional complaints management</p>



## 2.0 | TERMS AND DEFINITIONS

### **Complaint**

“Expression of dissatisfaction made to or about us, our products, services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.”

For the avoidance of doubt, complaints include the following type of contact.

A customer expresses dissatisfaction and seeks a response or resolution regarding the conduct, action, proposed action, or failure to act by the retailer, its employees, agents, contractors or other representatives.

This includes:

- Failure by the retailer or any representative to abide by its published or agreed practices, procedures, products and/or service offered.
- Where a customer threatens to involve, or enquired about the possibility of involving, a third party, for example, the jurisdictional energy ombudsman or Member of Parliament.
- Where a complaint is directed to the retailer on behalf of the customer by an energy ombudsman scheme

### **Complaint management system**

All policies, procedures, practices, staff, hardware and software used by ReAmped in the management of complaints.

### **Policy**

A statement of instruction that sets out how we should fulfil our vision, mission and goals.

### **Procedure**

A statement or instruction that sets out how our policies will be implemented and by whom.



## 3.0 | GUIDELINE PRINCIPLES

### 3.1 | FACILITATE COMPLAINTS

#### People focus

At ReAmped we value all feedback and complaints about any area of our organisation including but not limited to our systems, services and procedures. We are dedicated to providing a high level of complaints and disputes management to all people providing feedback and complaints. Our dedication to a high level of complaint and disputes management is exhibited through:

- Clear instruction on how to make a complaint
- Multiple avenues to make a complaint (refer to 4.2 of this policy)
- Addressing all complaints respectfully and objectively to reach a fair outcome
- The provision of comprehensive and ongoing training to all staff involved in complaints resolution
- Ensuring all complaints will be private and confidential in accordance with our Privacy Policy (refer to 3.2 of this policy)
- Informing complainant of their right to escalate a complaint within the ReAmped corporate structure.
- Informing the complainant of their right to register a complaint with an impartial third party (e.g the Energy and water ombudsman or 'EWO')
- Regular review of this policy to ensure continued relevance

#### Internal Escalation

Internal Escalation of complaints is available to complainants who are dissatisfied with the way their complaint is currently being handled or the staff member that is currently handling this issue. The diagram below reflects how complaints are escalated within ReAmped Energy's corporate structure.



Any complaint involving an EWO will be immediately linked to Management level to ensure it is immediately attended to.



### **No detriment to people making complaints**

Reasonable steps will be taken to ensure that anyone making a complaint will not be adversely affected because of the complaint that has been made by them or on their behalf. This means customers will not be treated unfavourably, including in the way you communicate and provide services both during the resolution of the complaint and once the complaint is resolved.

### **Anonymous complaints**

If the complainant would prefer to remain anonymous we will respect their wishes and welcome their feedback. We will take this feedback onboard and investigate where necessary.

### **Accessibility**

Information on how to make a complaint, this complaints and resolution policy as well as information on how to register a complaint with the ombudsman if they are dissatisfied with our handling of a complaint will always be easily accessible to customers on our website ([www.reampedenergy.com.au/complaints](http://www.reampedenergy.com.au/complaints)).

- We can also make this policy available free of charge;
- We can arrange for an interpreter (free of charge) where required to both interpret the policy and facilitate the resolution of complaints;
- We will make special arrangements for customers with a disability and ensure this policy and other documentation will also be available in large print Braille or audiotape on request (free of charge);
- We will make sure that all relevant staff have training in the resolution of complaints and in the use of, and access to, resources for cross-cultural communication and communication with customers with special needs.

ReAmped will not charge a fee associated with a complaint or this complaints process.

## **3.2 | RESPOND TO COMPLAINTS**

### **First contact resolution**

Where possible, complaints will be resolved at first contact with ReAmped.

### **Responsiveness**

When investigating a complaint, continual communication with the complainant about how the investigation is progressing is essential. Our Key timeframes are listed below:

- Within 1 working day of receiving the complaint ReAmped will contact the customer acknowledging receipt of the complaint.
- Within 2 working days of the acknowledgement the initial assessment will have been completed and contact with the customer will be made.
- If unable to resolve the complaint immediately after the initial assessment, then within 7 working days of acknowledging the complaint ReAmped will provide an update to the customer about the current state of the complaint/investigation.
- If the complaint is unresolved within 20 working days of the acknowledgment, ReAmped will provide the customer, in writing, a valid reason to extend the complaints procedure to 40 working days.



In the event that the matter is an immediate security or safety risk the matter will be escalated, and immediate action taken.

### **Objectivity and fairness**

ReAmped staff involved in the resolution of a complaint will be expected to do so in a professional, unbiased and compassionate manner. In order to avoid any conflict of interest, the staff member conducting the investigation will not be involved in the complaint made.

### **Privacy**

ReAmped Energy is committed to the laws that protect your personal information. During any complaint procedure, we will keep your personal information confidential and will not disclose it to third parties except as may be permitted or required under the Privacy Act. A copy of our Privacy Policy is also available upon request and is published on our website:

[www.reampedenergy.com.au/privacypolicy](http://www.reampedenergy.com.au/privacypolicy)

If you believe that ReAmped has not complied with all applicable Privacy Laws in regard to your personal information, then please make contact with us:

ReAmped Privacy Officer [privacy@reampedenergy.com.au](mailto:privacy@reampedenergy.com.au).

## **3.3 | MANAGE THE PARTIES TO A COMPLAINT**

### **Complaints involving multiple organisations**

Where a complaint may not relate directly to services that ReAmped Energy provides, but may involve another organisation, we may coordinate communications and work with this third party to resolve the complaint in a timely manner. This may include the provision of certain information they may require through regulation or law. Any information required will be provided in accordance with our Privacy Policy [www.reampedenergy.com.au/privacypolicy](http://www.reampedenergy.com.au/privacypolicy).

Where a complaint involves multiple areas within our organisation, we will take a similar approach to coordinate efficient resolution.

### **Empowerment of staff**

All staff managing complaints are empowered to implement our complaint management system. Staff are encouraged to provide feedback on the effectiveness and efficiency of all aspects of our complaint management system.

### **Managing unreasonable conduct by people making complaints**

At ReAmped Energy we aim to work collaboratively with the complainant to resolve any complaint made to us in a fair and timely manner. At the same time our staff's health, safety and security is paramount. Therefore, anyone deemed to be behaving unreasonably, including but not limited to excessive swearing and making or implying threats of physical violence, will be escalated and more proactive and decisive action will be taken in accordance with this policy.



## 4.0 | COMPLAINT MANAGEMENT SYSTEM

### 4.1 | INTRODUCTION

When resolving a complaint our complaints handling procedures and other internal documents will act as a guide to assist staff in providing a high level of customer service. Any relevant rules and regulations should be considered by staff when responding to a complainant.

The six key stages in our complaint management system are set out below.

### 4.2 | MAKING COMPLAINTS

A complaint can be made to ReAmped through any of the below channels:

- Email: [complaints@reampedenergy.com.au](mailto:complaints@reampedenergy.com.au)
- Our website [www.reampedenergy.com.au/complaints](http://www.reampedenergy.com.au/complaints) or live chat
- Social media: [www.facebook.com.au/reampedenergy](https://www.facebook.com.au/reampedenergy)
- Australia Post: Complaints c/- ReAmped Energy Pty Ltd; Level 9, 307 Queen Street, Brisbane, QLD, 4000
- Call back request: 1800 326 733

If you would like to make a complaint and require an interpreter, please call the Translating and Interpreting (TIS national) on 131 450 and ask them to call 1800 326 733. Or if required, please call 1800 326 733 via the National Relay Service on 133 677.

### 4.3 | RECEIPT OF COMPLAINTS

We will record the complaint and its supporting information. We will also assign a unique identifier to the complaint ticket.

The initial record of the complaint will document:

- the contact information of the person making a complaint
- issues raised by the person making a complaint
- the desired outcome they want (if available)
- any other relevant information

### 4.4 | ACKNOWLEDGEMENT OF COMPLAINTS

We will acknowledge receipt of each complaint promptly, and preferably within 1 business day. Acknowledgement of the complaint will be sent via email.



## 4.5 | INITIAL ASSESSMENT AND ADDRESSING OF COMPLAINTS

### **Initial assessment**

Within 2 business days of the complaint acknowledgement we will complete our initial assessment of the complaint to determine its urgency and complexity. We will contact the customer and provide the below information:

- The complaints handling process
- How to escalate the complaint
- How to get in contact with the relevant Ombudsman.
- Any additional information required from the complainant to resolve the issue
- Clarification of the complaint and the investigation that has taken or is going to take place
- A request for the complainants desired outcome if not already available

### **Addressing complaints**

Upon completion of the initial assessment and the return of any information requested (if applicable) we will determine the best way to resolve the complaint professionally, compassionately and in a timely manner.

If it is determined that we cannot resolve this complaint immediately and further investigation is required, we will maintain our minimum touch points:

- Minimum touchpoint 1 – within 7 business days from complaint acknowledgment
- Minimum touchpoint 2 – within 20 business days from complaint acknowledgment

For further detail on these timeframes refer to section 3.2.

## 4.6 | PROVIDING REASONS FOR DECISIONS

Once the review and investigation (if applicable) have been completed a decision will be made in accordance with our complaints and disputes resolution policy. Once the decision is made we will advise the customer of:

- the outcome of the complaint and any action we took
- the reasons for our decision
- the resolution that we have proposed or put in place; and
- any options for review that may be available to the complainant, including an internal review, or external review to the independent Energy & Water Ombudsman for their jurisdiction.



## 4.7 | CLOSING THE COMPLAINT, RECORD KEEPING, REDRESS AND REVIEW

Once a complaint is closed we will keep comprehensive records of the complaint for reporting and review purposes. These records will include the below information:

- How we managed the complaint
- The outcome/s of the complaint including whether it or any aspect of it was substantiated, and recommendations made to address problems identified and any decisions made on those recommendations, and
- Any outstanding actions that need to be followed up.

## 4.8 | ALTERNATIVE AVENUES FOR DEALING WITH COMPLAINTS

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. For customers in Queensland, you can contact the Energy and Water Ombudsman Queensland (EWOQ) via their website (<http://www.ewoq.com.au>) and/or on Freecall 1800 662 837

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 can be contacted via their website (<http://www.ewon.com.au>) and/or on Freecall 1800 246 545.

Further contact details are provided below. In both instances, we do hope you will contact us directly at ReAmped Energy ([complaints@reampedenergy.com.au](mailto:complaints@reampedenergy.com.au)) or on 1800 326 733 to allow us the opportunity to rectify any issues.

### **New South Wales**

Energy & Water Ombudsman NSW  
Reply Paid 86550  
Sydney South NSW 1234  
[www.ewon.com.au](http://www.ewon.com.au)  
[complaints@ewon.com.au](mailto:complaints@ewon.com.au) Free  
Phone: 1800 246 545  
Free Fax: 1800 812 291

### **Queensland**

Energy & Water OmbudsmanQLD  
Mail: PO Box 3640  
South Brisbane BC Qld 4101  
[www.ewoq.com.au](http://www.ewoq.com.au)  
Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au) or  
[info@ewoq.com.au](mailto:info@ewoq.com.au)  
Free Phone: 1800 662 837  
Fax: (07) 3087 9477



## 5.0 | ACCOUNTABILITY AND LEARNING

### 5.1 | ANALYSIS AND EVALUATION OF COMPLAINTS

ReAmped will use its ticketing system to keep and maintain comprehensive records on complaints as well as on the handling and outcome of these complaints. We will use this data to run regular report on:

- the number of complaints received
- the outcome of complaints
- issues arising from complaints
- systemic issues identified, and
- the number of requests we receive for internal and/or external review of our complaint handling.

These reports will be regularly reviewed by the CEO and Customer Services Manager to observe trends, monitor complaints handling and make improvements where possible. Further, the CEO will report to the board the number, nature and management of complaints received by ReAmped Energy during the period.

### 5.2 | MONITORING OF THE COMPLAINT MANAGEMENT SYSTEM

ReAmped's complaints management system will be constantly monitored to ensure effectiveness and relevance. To ensure these systems remain compliant and of a high standard they will be reviewed annually or as needed.

### 5.3 | CONTINUOUS IMPROVEMENT

We are committed to improving the effectiveness and efficiency of our complaint management system. To this end, we will:

- support the making and appropriate resolution of complaints
- implement best practices in complaint handling
- recognise and reward exemplary complaint handling by staff
- regularly review the complaints management system and complaint data
- implement appropriate system changes arising out of our analysis of complaints data and continual monitoring of the system.