



## **SIMPLY ENERGY'S STANDARD COMPLAINTS & DISPUTE RESOLUTION PROCEDURES**

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### **PRINCIPLES**

Simply Energy always endeavours to manage each complaint it receives in a respectful, empathetic and dutiful manner towards the customer involved. Simply Energy regularly trains their representatives on techniques that try to encourage an amicable relationship between the customer and Simply Energy to remain after the complaint / dispute is resolved. For each complaint our representatives are encouraged to:

- Getting it right
- Being customer focused
- Being open and accountable
- Acting fairly and proportionately
- Putting things right

Simply Energy also encourages its representatives to be patient, articulate and be able to fairly balance the interests of the organisation with those of the consumer. Simply Energy always encourages its agents to communicate legitimate complaints to management so that the business can effectively assess any need for changes to policies and processes. Simply Energy will always ensure the training undertaken helps strengthen communication skills (this includes showing empathy and trust) and also alert agents to the different needs of consumers from different cultural, ethnic, economic or educational backgrounds.

### **THE CUSTOMER**

Our commitment:

- Recognition of the rights you have to raise concerns regarding your energy supply;
- Attempt to resolve any issues you have in relation to any product, offer or service we provide in an effective, professional and respectful manner;
- Respond quickly to complaints with the aim of resolving the complaint with you within the first phone call;
- Consistently keep you informed of progress being made on a complaint raised by you;
- Advising you of how and when you can escalate a complaint to more senior staff at Simply Energy, the Ombudsman or any other relevant organisation; and
- Use your feedback to further improve the way we manage complaints and disputes;



## PROCEDURE

The Simply Energy Complaints Handling procedure aims to always be:

- Objective: All complaints are dealt with in an unbiased and objective manner with a fair and reasonable outcome for both parties always being the priority; and
- Accessibility: We will ensure that you have access to all relevant information you require about how, when and where to make a complaint.

In the event you have a complaint in relation to our products or services you need to follow these steps:

- Contact the Simply Energy Customer Care for any complaint in relation to your electricity or dual fuel account. It is at this point of contact where our representatives will aim to help resolve the complaint.

Listed below are available options to lodge your complaint:

Phone: 13 88 08 (Monday to Friday 8:30am-6:30pm EST)

Email: [info@simplyenergy.com.au](mailto:info@simplyenergy.com.au)

Post: P O Box 210, Balwyn VIC 3103

Fax to 13 88 58

Simply Energy will acknowledge all complaints within 3 business days and will aim to resolve your complaint within 15 business days. If by chance your complaint is not resolved within 15 business days, Simply Energy will contact you directly to establish a new timeframe.

Please note that Simply Energy's dispute resolution services are provided free of charge and is consistent with the Australian Standard AS ISO 10002-2006 (Customer satisfaction –Guidelines for complaints handling in organisations).

## COMPLAINT MANAGEMENT

If a complaint is not resolved by the end of the first phone call or in writing, we can advise you of the escalation steps available to you should you wish to escalate the matter further.

Simply Energy has established Team Leaders within our Customer Service Centre available to address an escalated complaint.

If after speaking to the relevant Team Leader you still remain unsatisfied we will advise you immediately of the next course of action including providing contact details to the Ombudsman.

## OMBUDSMAN

If a complaint is not resolved to your satisfaction, you have the right to have the complaint referred to the relevant Energy Ombudsman Scheme in your state. The Ombudsman provides a free dispute resolution service for customers that have been unable to resolve their concerns and dispute with the retailer directly.



Please find details below on how to contact your local Energy Ombudsman

### Energy and Water Ombudsman NSW

Mail: Reply Paid K1343, Haymarket NSW 1239

Phone: 1800 246 545

Fax: 1800 812 291

Email: [omb@ewon.com.au](mailto:omb@ewon.com.au)

Web: [www.ewon.com.au](http://www.ewon.com.au)

### Energy and Water Ombudsman Queensland

Mail: PO Box 3640, South Brisbane QLD 4101

Phone: 1800 662 837

Fax: (07) 3227 7068

Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au) or [info@ewoq.com.au](mailto:info@ewoq.com.au)

Web: [www.eoq.com.au](http://www.eoq.com.au)

### Energy and Water Ombudsman South Australia

Mail: GPO Box 2947, Adelaide SA 5001

Phone: 1800 665 565

Fax: 1800 665 165

Web: [www.ewosa.com.au](http://www.ewosa.com.au)

### Energy and Water Ombudsman Victoria

Mail: Reply Paid 469, Melbourne VIC 8060

Phone: 1800 500 509

Fax: 1800 500 549

Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

Web: [www.ewov.com.au](http://www.ewov.com.au)

### Energy and Water Ombudsman Western Australia

Mail: PO Box Z5386, St Georges Terrace, Perth WA 6831

Phone: (08) 9220 7588 or 1800 754 004

Fax: 08 9220 7599

Email: [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

Web: [www.ombudsman.wa.gov.au/energyandwater](http://www.ombudsman.wa.gov.au/energyandwater)

## CONFIDENTIALITY

Simply Energy is committed to maintaining the confidentiality of 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 relevant privacy legislation). A copy of Simply Energy's Privacy Policy is available on request.

For Interpreter service for languages other than English please call: 13 14 50

Se avete bisogno di un interprete, per favore telefonate al numero riportato sopra

Αμ χρειάζεστε διερμηνέα, παρακαλείστε μα καλέσετε τον αριθμό που αμαγράφεται

如果您需要傳譯言，請撥打以上電話號碼

Nếu bạn cần một thông dịch viên, xin vui lòng gọi số điện thoại trên

Si necessita un intérprete, llame al número arriba