



Ampol Energy Complaints and Dispute Resolution Policy

Effective 06 September 2022

Our Details

Ampol Energy (Retail) Pty Ltd ABN 21 652 913 347

Call us: 13 14 04

Write to us: PO Box 568, East Melbourne, VIC 8002

Find out more: ampolenergy.com.au



Ampol Energy Retail Standard Complaints and Dispute Resolution Policy

1. Can we help?

1. If you have any questions about the information in this Policy - please visit our website ampolenergy.com.au/complaints, send us an email at complaints@ampolenergy.com.au, or call us on 13 14 04.

2. Introduction

- 2.1 Ampol Energy (Retail) Pty Ltd ('**Ampol Energy Retail**'), is an energy retailer operating in ACT, NSW, TAS, QLD, SA, and VIC. This document sets out our procedures for accepting, recording, and resolving complaints.
- 2.2 We are committed to receiving and resolving complaints in an accessible and transparent way. Through this document, we make the commitment to continual quality improvement by taking into consideration the data provided by an effective complaints management system. We will review complaints on an ongoing basis to identify any potential non-compliance and areas for improvement.
- 2.3 The Policy is supported by Ampol corporate policies and procedures, including:
 - 2.3.1 Code of Conduct
 - 2.3.2 Privacy and Credit Reporting Policy
 - 2.3.3 Risk Management Policy.
- 2.4 In this Policy the term "you" or "your" refers to a customer of Ampol Energy.

3. Definition of Complaint

- 3.1 A complaint is an expression of dissatisfaction that can be received on the basis of products and/or services provided by us or our agents, contractors, and other representatives, or due to perceived inadequacies in the complaints handling process itself.
- 3.2 We will consider all complaints as opportunities to improve, and they will be freely received by telephone, in writing (for example, letter, email) or in person.
- 3.3 Complaints may be raised in relation to (amongst other areas), any:
 - 3.3.1 Failure by us to observe our published or agreed practices or procedures;
 - 3.3.2 Failure in respect of a product or service offered or provided by us or our representatives;
 - 3.3.3 An instance where you involve or seek information about a third party, such as the jurisdictional energy ombudsman or a Member of the Parliament; and
 - 3.3.4 An occurrence where a complaint is directed to us on your behalf by an energy ombudsman.

- 3.4 When a complaint relates to more than a single aspect of our services or products, a separate case reference will be allocated for each aspect.

4. Complaints Management

- 4.1 The guiding principles for our complaints management program are substantially consistent with the Australian Standard AS/ISO 10002-2014 (Customer Satisfaction – Guidelines for Complaints Handling in Organisations).

5. Promoting our Complaints Management Program

- 5.1 This Standard Complaints and Dispute Resolution Policy is published on our website, and it will be actively brought to the attention of customers. A copy will also be provided to customers upon request.
- 5.2 We are committed to promoting and ensuring the visibility of our Complaints Management Program. To achieve this, we will:
 - 5.2.1 Make this policy available free of charge;
 - 5.2.2 Where necessary, arrange for an interpreter to explain the procedures and facilitate the resolution of complaints;
 - 5.2.3 Make special arrangements for people with disabilities, ensuring that they and their advocates have access to this procedure and are aided in the resolution of their complaint. The process and other documentation will be available in large print Braille or audiotape on request; and
 - 5.2.4 Ensure that all relevant staff members are trained to resolve complaints and have access to resources with cross-cultural communication and communication with customers with disabilities.

6. Complaints Handling Procedure

- 6.1 To make a complaint you can call us on 13 14 04 and speak with our staff who are trained in complaint handling and resolution. If you need:
 - 6.1.1 The assistance of an interpreter, you can call the Translating and Interpreting Service (**TIS**) on 13 14 50. For help using an interpreter, visit TIS or;
 - 6.1.2 accessibility assistance, you can call the National Relay Service (**NRS**) 13 36 77. For help using this service, visit NRS.
- 6.2 Alternatively, you can make a complaint to us in writing by:
 - 6.2.1 email at complaints@ampolenergy.com.au; or
 - 6.2.2 correspondence addressed to:
Ampol Energy, PO Box 568,
East Melbourne, VIC 8002



6.3 Once a complaint has been received, we will:

- 6.3.1 Acknowledge receipt of your complaint as soon as practicable;
- 6.3.2 Begin an investigation into the circumstance around your complaint within 24 hours of acknowledgement;
- 6.3.3 Keep you updated about the progress of your complaint either in writing or by telephone;
- 6.3.4 Notify you as soon as possible of the outcome of our investigation and any proposed resolution, including our reasons for the decision regarding the outcome; and
- 6.3.5 Provide you with the option of an internal review of your complaint if you are unsatisfied with the outcome of the investigation or the proposed resolution.

6.4 Higher priority will be given to those complaints where there is perceived financial hardship, there is a risk of or has been a disconnection of energy supply, and matters relating to health and safety. In such instances, we will endeavour to respond to your complaint as soon as possible and begin the procedure outlined at 6.3.

7. Responsibilities

- 7.1 All of our staff must comply with this procedure as well as the Retail Law and Retail Rules and any Guidelines or Procedures published by the Australian Energy Regulator (**AER**) or the Australian Energy Market Operator (**AEMO**). Complaints can be made to any Ampol Energy Retail employee or contractor. That employee or contractor is then required to report any complaints received to the Customer Service Manager.
- 7.2 We will ensure that adequate programs are in place to train staff in complaint handling and resolution and the implementation of this policy.
- 7.3 Senior management of Ampol Energy Retail is responsible for:
 - 7.3.1 Establishing the complaints management program;
 - 7.3.2 Establishing and implementing the process of complaints management;
 - 7.3.3 Allocating resources to ensure compliance with obligations under applicable laws and this policy;
 - 7.3.4 Promoting and advocating a customer-centric approach to complaint resolution;
 - 7.3.5 Reporting to the board on the management of complaints, including the number and nature of complaints received;
 - 7.3.6 Continually reviewing the effectiveness of the complaints management program, including the program's processes; and
 - 7.3.7 Establishing an adequate training program to ensure all relevant staff, agents, contractors, and other representatives comply with this

procedure.

8. Recording Complaints

- 8.1 Complaints are recorded in our customer relationship management system as soon as they are received. Complaints and all relevant information will be recorded, and a unique identifier will be provided. Each recording will include:
 - 8.1.1 Your requested resolution
 - 8.1.2 The date of your complaint
 - 8.1.3 A description of your complaint
 - 8.1.4 The expected date for a response or resolution and;
 - 8.1.5 The priority of your complaint.
- 8.2 More than one complaint can be made per communication, whether a call, in writing or in person. For example, if you make a billing complaint and then make a marketing complaint during the same call, two complaints will be recorded. Each individual customer contact with you will be recorded and categorised as one, irrespective of the number of times you have contacted us on an issue.
- 8.3 Complaints will be tracked from the time they are received to their resolution. When tracking the resolution of complaints, we will make sure to meet response deadlines. We will keep you informed and updated regularly throughout the process.

9. Monitoring and Improving

- 9.1 Complaints will be tracked. Any systemic issues that are identified will be brought to the attention of the Compliance Committee and Ampol Energy Retail's board during their monthly meetings.
- 9.2 The board will direct senior management to address systemic issues that are identified during this complaint monitoring process.

10. A Customer's Right to Complain

- 10.1 As a customer, you have the right to lodge a complaint at any time. Once your complaint is received, it will be dealt with in accordance with this policy.
- 10.2 You also have the right to request a review of your energy bill. This review will also be conducted in accordance with this policy.

11. Internal and External Escalation

- 11.1 At any time, you may request an internal escalation of your complaint, which will be granted. Complaints will also be escalated where they are complex, urgent, or sensitive. When your complaint is received, you will be informed that you have the right to escalate it if you are dissatisfied with the process. Individual staff who manage complaints will be required to review the complexity, urgency, and sensitivity of all complaints and seek assistance from a supervisor or specialist where required.

11.2 If you are not satisfied with our response to your complaint or you wish to seek independent advice about your complaint, we will notify you that you can contact the Energy Ombudsman in your State.

11.3 We will provide the contact details for the Energy Ombudsman schemes and will assist you in lodging a complaint with them.

12. Our Commitment to Customers

12.1 In all instances, we will:

- 12.1.1 Treat you with respect;
- 12.1.2 Take any complaint seriously;
- 12.1.3 Respect your privacy;
- 12.1.4 Manage your complaint with impartiality;
- 12.1.5 Properly investigate and report on your complaint;
- 12.1.6 Resolve your complaint with proper consideration to facts;
- 12.1.7 Provide the option of internal escalation or a referral to an energy ombudsman scheme when requested or appropriate; and
- 12.1.8 Ensure equal access to our complaints management program and fair resolutions.

12.2 You have rights under various laws and regulations, including the Competition and Consumer Act 2010 (Cth), and the National Energy Retail Law, National Energy Retail Rules. We will ensure that those rights are respected.

13. Our Commitment to Customers

13.1 If you are a "small customer" with an accumulation meter, you have the right to conduct your own meter reading if your bill is based on an estimate. This self-read is known as a "customer read estimate."

13.2 Where we have not accepted a customer read estimate, we will notify you of the reasons for the decision and allow you the opportunity to rectify the self-read. We will talk through this self-read rectification process over the phone if this is the case and send you further information in writing.

13.3 We will deal with complaints regarding customer read estimates in accordance with our standard complaints process, which is outlined in this policy.

14. Non-discrimination

14.1 Everyone has the right to make a complaint to us if they are not satisfied with our services or policies. We will not discriminate against anyone as a result of that person making a complaint.

15. Contact details for the Energy Ombudsman Schemes

15.1 All our customers have the right to contact the respective Energy and Water Ombudsman in their state at any time for independent advice and assistance. However, we do hope you will contact us directly to allow us the opportunity to rectify any issues.

ACT Civil and Administrative Tribunal (ACAT)

Phone: (02) 6207 1740
GPO Box 370, Canberra ACT 2601
Online: <http://www.acat.act.gov.au>
Email: acatenergyandwater@act.gov.au
Translating and interpreting service (TIS): 131 450

Energy and Water Ombudsman of NSW

Freepost: Reply Paid 86550, Sydney South, NSW 1234
Free call: 1800 246 545 Free fax: 1800 812 291
Online: www.ewon.com.au
Email: complaints@ewon.com.au
Translating and interpreting service (TIS): 131 450
National Relay Service: 133 677 - For help using this service, visit NRS.

Energy and Water Ombudsman Queensland

Freecall: 1800 662 837
Translation services: 131 450
National Relay Service: 133 677
Fax: (07) 3006 2670
Online: <http://www.ewoq.com.au/submit-a-complaint>
Email: complaints@ewoq.com.au or info@ewoq.com.au
In person: Level 16/53 Albert Street, Brisbane City QLD 4000

Energy and Water Ombudsman South Australia

Freecall: 1800 665 565
National relay service: 133 677
Translating and interpreting service (TIS): 131 450
Post: GPO Box 2947 Adelaide SA 5001
Office address (strictly by appointment only):
Level 11, 50 Pirie Street Adelaide SA 5000
Online: <https://ewosa.com.au/submit-a-complaint>

Energy and Water Ombudsman Tasmania

Freecall: 1800 001 170
Fax: (03) 61730231
Post: GPO Box 960 Hobart TAS 7001
Online: www.energyombudsman.tas.gov.au

Energy and Water Ombudsman Victoria

Freecall: 1800 500 509
Post: Reply Paid 469, Melbourne, VIC, 8060
Free Fax: 1800 500 549
Online: <http://www.ewov.com.au>
Email: ewovinfo@ewov.com.au
Translating and interpreting service (TIS): 131 450

