



# Standard Complaints and Dispute Resolution Procedure

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## Introduction

QEnergy has a customer focussed approach to its business and is committed to effective and efficient resolution of customer complaints and disputes. The accountability for complaints and disputes handling and reporting is part of the Customer Experience Managers tasks and activities. Information on all complaints and disputes is reported and tracked on a weekly, monthly and year to date basis. This information is reported to the Board of Directors on a monthly basis and timely resolution of all issues is a customer service key performance indicator. A number of internal reports are also created to help identify trends.

This document is designed to outline the customer complaints and disputes management process for QEnergy. QEnergy staff at all levels understands and comply with the processes that are used to deal with customer complaints and disputes. It also shows how complaints and disputes are escalated. This document broadly aligns with ISO – 10002: 2006

## The Five Elements for Complaint Handling

To effectively handle customer complaints and disputes QEnergy adopts these five elements to ensure the best possible outcome –

- **Culture**
  - QEnergy has a culture of valuing complaints as a means of strengthening and improving customer relations and interactions with its customer base
- **Principles**
  - QEnergy has a well-defined complaints handling system that is based on the principles of fairness, accessibility, responsiveness, efficiency and integration
- **People**
  - All customer service staff at QEnergy receive extensive customer service training and are well equipped to be able to deal with a very broad range of issues
- **Process**
  - QEnergy has seven stages that are used when handling a complaint. These are-
    - Acknowledgement



- Assessment
  - Planning
  - Investigation
  - Response
  - Review
  - Consideration of systemic issues
- **Analysis**
    - QEnergy use all information that is gathered from the complaints system as part of a continual process of improvement and organisational review.

### How are complaints notified by small customers

QEnergy has a number of methods available to small customers for notification of complaints including:

- (a) Our customer enquiry line on 1300 698 992 for the cost of a local call from anywhere in South Australia, New South Wales, Queensland and Victoria.
- (b) By facsimile on 1300 887 162.
- (c) Via our website at [www.qenergy.com.au](http://www.qenergy.com.au) by submitting an online form.
- (d) Via our email at [service@qenergy.com.au](mailto:service@qenergy.com.au).
- (e) By mail at QEnergy Limited, Customer Experience, P.O. Box 3043, South Brisbane, Qld 4101.

The above methods of notification of complaints are:-

- Verbally advised to customers;
- Contained in our Customer Charter;
- Set out in our Contract with the Customer; and
- Available on our website.

### The Handling of Complaints and Response Time for Complaints

As outlined in the Five Elements for Complaint Handling set out above, QEnergy has a well-defined and documented complaints and disputes resolution process. The process is one that allows for continual improvement and ensures that all complaints are tracked and maintained in an efficient and effective way.



Each of the steps is designed to allow for all types of complaint whether they are complicated or simple. Some of the steps can be removed if the nature of the enquiry is simple.

<b>Step 1</b>	<i>Acknowledge the complaint in a timely manner</i>
<b>Step 2</b>	<i>Assess the complaint and assign it a priority</i>
<b>Step 3</b>	<i>Plan an investigation into the issue</i>
<b>Step 4</b>	<i>Investigate the issue</i>
<b>Step 5</b>	<i>Respond to the complaint and ensure that the decision is clear</i>
<b>Step 6</b>	<i>Follow up any customer service concerns</i>
<b>Step 7</b>	<i>Consider if there are any systemic issues and accurately report</i>





## Methods of Response

QEnergy believe in old fashioned customer service and we pride ourselves on providing real Customer Service Representatives for our Customers to speak to in the event that there is a complaint or dispute.

This means that the main method of response to customer complaints or disputes by QEnergy will be telephone contact by one of our expert Customer Service Representatives. However, we are guided by the preferred method of response if one is indicated by the customer such as by email or in writing.

## Escalation Process and referral to the Industry Ombudsman

The escalation process is to ensure that customers are aware of how QEnergy handles their complaint. It outlines how we attempt to resolve the issue at the first point of contact and gives them an understanding of what steps to go through if they feel that their issue has not been adequately addressed.

First call resolution is a Key Performance Indicator for the QEnergy customer service team.

### **First Level Resolution -**

QEnergy's frontline staff is committed to providing a response at the first point of contact -



*Still dissatisfied?*



### **Second Level -**

Complaint is referred to our Customer Advocacy Team for review and resolution -



*Issue remains unresolved?*



### **Third Level -**



If the issue remains unresolved or you are still dissatisfied the customer is referred to the Energy and Water Ombudsman in their State as set out below

Energy and Water Ombudsman South Australia

Freecall: 1800 665 565

Hours: 8.30am to 5pm Monday to Friday

Post: GPO Box 2947 Adelaide SA 5001

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

Energy and Water Ombudsman NSW

Phone: 1800 246 545

Freepost: Reply Paid 86550 Sydney South NSW 1234

Hours: Monday to Friday, 9am to 5pm (excluding public holidays)

Email: [complaints@ewon.com.au](mailto:complaints@ewon.com.au) Web: [www.ewon.com.au](http://www.ewon.com.au)

Energy and Water Ombudsman Queensland

Freecall: 1800 662 837

Write to: P.O. Box 3640 South Brisbane BC Qld 4101

Hours: Monday to Friday 8.30am to 5pm (excluding public holidays)

Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au) Web: [www.ewoq.com.au](http://www.ewoq.com.au)

Energy and Water Ombudsman Victoria

Freecall: 1800 500 509

Write to: Reply Paid 469 Melbourne Vic 8060

Hours: 8.30 – 5pm Monday to Friday

Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au) Web: [www.ewov.com.au](http://www.ewov.com.au)

## Summary

This document has outlined how QEnergy receipts, reports, tracks, acknowledges, assesses, investigates, responds and communicates with our customer base. A process of continual improvement is a one of the customer service pillars at QEnergy and the complaint and disputes management process ensures that information that is collected and is used to better improve our processes and procedures. QEnergy strive to be transparent in their dealings with customers and use the guiding principles of being fair, responsive and accessible to its customers.

