
AusNet Services Complaint and Dispute Resolution Policy

Customer Services

Document number:	QMS 21-03-1
Issue number:	2
Status:	Approved
Approver:	Customer and Industry Solutions Manager
Date of approval:	29/07/2019

AusNet Services Complaint and Dispute Resolution Policy

TABLE OF CONTENTS

1 BACKGROUND 3

2 PURPOSE 3

3 OBJECTIVES 3

4 PROCESS 4

5 CONTACT INFORMATION 5

6 SCHEDULE OF REVISIONS 5

AusNet Services Complaint and Dispute Resolution Policy

1 BACKGROUND

AusNet Services recognises the major role we play within local communities across Victoria, and the impact our activities can have on these communities, residents and families.

AusNet Services values customer queries, complaints and feedback as an important tool in monitoring and responding to customer expectations. In order for AusNet Services to respond appropriately, customer's queries, complaints and feedback should be properly recorded and assessed as part of an on-going complaints management process.

Open communication and feedback are regarded as essential elements of satisfying and productive service delivery, and a positive customer experience. Our customers should feel comfortable discussing their complaint with AusNet Services.

AusNet Services is committed to activities that help us to know, engage with, and empower our customers that seek our advice and assistance.

2 PURPOSE

The purpose of the AusNet Services Complaint and Dispute Resolution Policy is to:

- establish an effective and equitable complaint and dispute resolution process for complaints that involve or relate to AusNet Services.
- recognise, promote and protect customers' rights to complain about their dealings with AusNet Services.
- maintain a high level of service to AusNet Services' customers by ensuring that any disputes are resolved in a consistent, fair and timely manner..
- define procedures that enable disputing customers to identify and resolve issues of contention on a mutually acceptable basis.
- record, assess and review complaints on an ongoing basis in order to improve services offered by AusNet Services.

Every customer has the right to make a complaint to AusNet Services if they are not satisfied with our services. AusNet Services will not discriminate against anyone as a result of that person making a complaint.

3 OBJECTIVES

The objective of this Policy is to embed an effective and efficient complaints management process within AusNet Services, aligned with our business values, vision and strategic objectives.

- a) The Policy applies the following guiding principles:
 - a. Timeliness - issues should be resolved quickly rather than allowing them to escalate through inaction.
 - b. Fairness – all relevant parties should be consulted, and investigation should be thorough.
 - c. Sensitivity – complaints should, where possible and appropriate, be resolved in a sensitive environment with recognition of personal information and privacy. AusNet Services treats the complaint respectfully and handles all personal information in accordance with the Privacy Act and AusNet Services' Privacy Policy.
 - d. Transparency – the Policy and complaint handling process should be made known to customers and other participants.
- b) This Policy applies to all individuals who wish to make a complaint or dispute relating to AusNet Services.
- c) In developing this Policy, AusNet Services has adopted industry best practice and ensured that its customer complaints management process is compliant with the Australian Standard AS ISO 10002-2014 'Customer Satisfaction – Guidelines for complaints handling in organisations'.

AusNet Services Complaint and Dispute Resolution Policy

- d) The Policy is also supported by the various AusNet Services corporate policies and procedures, in particular our:
- a. Customer Charter.
 - b. Guaranteed Service Levels scheme.
 - c. Code of Conduct.

4 PROCESS

When a complaint or dispute is received by AusNet Services:

1. Acknowledgement and Allocation:

Within two (2) business days, the complaint is acknowledged and allocated to a complaints handling officer. When responding to the complaint we will inform the customer

- that we will handle their complaint in accordance with the AusNet Services Complaints and Dispute Resolution Policy and principles of the International Standard ISO 10002 (The Policy can be found on the website or a copy of which can be provided to a customer on request).
- The customer has the right to raise the complaint to a higher level within AusNet Services Management.
- If not satisfied after raising the complaint to a higher level within AusNet Services, the customer has the right to refer the complaint to Energy and Water Ombudsman (Victoria) Ltd. or other relevant external dispute resolution body.

2. Logging the Complaint:

Details of the complaint will be recorded in our Compliance Management System and managed as per our complaint management process.

3. Investigation

AusNet Services investigates the complaint within a reasonable timeframe, having regard to the nature and complexity of the complaint.

4. Keeping you informed:

We will keep the customer informed of the progress and status of their complaint and aim to give a full response within 21 days.

5. Resolution and escalation options

If a reasonable resolution cannot be reached, AusNet Services informs the customer

- they have a right to raise the complaint to a higher level within our management structure, and/or
- at any stage of the complaint & dispute resolution process, the customer may contact the Energy & Water Ombudsman of Victoria (EWOV).

EWOV receives, investigates and assists in the resolution of a range of enquiries and complaints customers may have with electricity and gas companies. It is an independent service, easy to access and free of charge to you.

6. Continual Improvement

AusNet Services reviews and analyses complaints to determine trends, and uses these trends to improve the services we provide to our customers, and if appropriate, AusNet Services makes changes to remedy a situation to prevent the situation reoccurring.

AusNet Services Complaint and Dispute Resolution Policy

5 CONTACT INFORMATION

Customers are able to lodge a complaint or dispute relating to AusNet Services by:

Phone: 1300 360 795

Email: csc@ausnetservices.com.au

In writing: Customer Contact Centre AusNet Services

Locked Bag 14051

Melbourne City Mail Centre

Victoria Australia 8001

Through your retailer: (the company that issues your electricity or gas bill)

Energy and Water Ombudsman of Victoria (EWOV):

1800 500 509 (Freecall)

www.ewov.com.au

6 SCHEDULE OF REVISIONS

Issue	Date	Author	Details of Change
1	01/11/2013	L Vaughn	Initial issue
2	29/07/2019	K Train	Reformatted, added link to EWOV and grammar corrections.