

## STANWELL ENERGY

### COMPLAINTS AND DISPUTE RESOLUTION POLICY

#### 1. What to expect

Stanwell Corporation Limited (**Stanwell Energy**) is 100% focussed on achieving operational excellence and providing exceptional customer service. However, from time to time, you may be dissatisfied with our performance. Whilst we don't receive many complaints, we strive for continuous improvement and that is why if you are ever dissatisfied we want to hear from you so any issues can be resolved and improvements implemented.

We are committed to responding to your needs and resolving any concerns or complaints you may have in a timely and effective manner. In order for Stanwell Energy to respond appropriately, the complaints should be properly recorded and assessed as part of an ongoing complaints management process.

#### 2. Purpose

This Complaints and Dispute Resolution Policy (**Policy**) has been implemented to ensure the consistent management of complaints across Stanwell Energy. It sets out the process and procedure to be followed when addressing complaints.

Accordingly, the purpose of this Policy is to:

- recognise, promote and protect customers' rights to complain;
- ensure that an accessible complaints management process is in place;
- take appropriate action to resolve complaints in a timely and courteous manner; and
- record, assess and review complaints on an ongoing basis in order to improve Stanwell Energy's product and service offering.

#### 3. Objective

The objective of this Policy is to embed an effective and efficient complaints management process that is aligned with Stanwell Energy's business values, core vision and strategic objectives.

This Policy applies to all Stanwell Energy employees and all individuals who wish to make a complaint relating to Stanwell Energy.

Stanwell Energy is committed to creating value, loyalty and advocacy throughout the complaints process by:

- making it easy for customers to raise complaints and provide feedback;
- keeping customers up to date with progress through to resolution;
- setting and managing customer expectations relating to action, timeframes and resolution;
- ensuring complaints are managed in a timely manner and, when investigation is expected to take longer, customers are kept up to date on progress;
- providing resolution information in an easy to understand way;
- capability development through complaints training and upskilling to empower for early resolution;
- continually improving by using complaints data, insights and root cause analysis;
- ensuring customers are treated with respect, empathy and are listened to; and
- responding to customers using their preferred channel of communication.

#### **4. How to raise a complaint**

Making a complaint is easy. Either:

- Call: 1800 300 351
- Send an Email to: [retailsales@stanwell.com](mailto:retailsales@stanwell.com)
- Visit us on the web: [www.stanwellenergy.com](http://www.stanwellenergy.com)
- Write to us: Stanwell Energy  
Compliance Officer  
PO Box 800  
Brisbane QLD 4001

Stanwell Energy operates Monday to Friday during normal business hours (Brisbane time).

We will respond to your written complaint or email within 3 business days of receipt.

#### **5. What we need from you**

At Stanwell Energy we have implemented systems to guide our staff to identify a complaint and ensure that all the relevant information we require to resolve your issue is accurately recorded.

Firstly, it is important that we can accurately identify you. So your Stanwell Energy Account Number, Invoice Number, Supply Address or National Metering Number (NMI) are important pieces of information.

Secondly, it is important that we understand your concern or complaint, as well as the resolution that you are seeking.

Finally, we will agree with you what else we might need to help you and, importantly, how and when to contact you on resolving your concern or complaint.

#### **6. What happens when a complaint is received**

When a complaint is received by Stanwell Energy it will:

- accurately record the details of the complaint, giving it fair and genuine consideration and seek to achieve a fair outcome;
- inform the customer that it is obliged to handle a complaint made by a customer in accordance with this Policy which can be found on the website or a copy of which can be provided to the customer on request;
- enquire into the complaint within a reasonable timeframe, having regard to the nature and complexity of the complaint;
- keep customers informed of any progress; and
- treat the complaint respectfully and handle all personal information in accordance with the Privacy Act and Stanwell Energy's Privacy Policy.

#### **7. If you are not satisfied**

If you are dissatisfied with a decision, you may request to have your complaint reviewed by a more senior representative at Stanwell Energy.

If the complaint is not resolved to the customer's satisfaction, the customer may take their complaint to the relevant external dispute resolution body (i.e. the relevant Ombudsman).

Your local Ombudsman provides a free, independent complaints resolution service. However, they will usually expect that you have tried to resolve your complaint with us prior to raising the matter with them.

Your local Ombudsman operates Monday to Friday during normal business hours and can be contacted using the following details:

## **Queensland**

Energy and Water Ombudsman Queensland  
Mail: PC Box 3640, South Brisbane QLD 4101  
Phone: 1800 662 837  
Fax: (07) 3087 9477  
Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au) or  
[info@ewoq.com.au](mailto:info@ewoq.com.au)  
Website: [www.ewoq.com.au](http://www.ewoq.com.au)

## **New South Wales**

Energy and Water Ombudsman NSW  
Mail: Reply Paid 86550, Sydney South, NSW 1234  
Phone: 1800 246 545  
Fax: 1800 812 291  
Email: [omb@ewon.com.au](mailto:omb@ewon.com.au)  
Website: [www.ewon.com.au](http://www.ewon.com.au)

## **Australian Capital Territory**

ACT Civil and Administrative Tribunal  
Mail: GPO Box 370, Canberra ACT 2601  
Phone: (02) 6207 1740  
Fax: (02) 6205 4855  
Email: [tribunal@act.gov.au](mailto:tribunal@act.gov.au)  
Website: [www.acat.act.gov.au](http://www.acat.act.gov.au)

## **Victoria**

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

## **South Australia**

Energy and Water Ombudsman South Australia  
Mail: GPO Box 2947. Adelaide SA 5001  
Phone: 1800 665 565  
Fax: 1800 665 165  
Email: [contact@ewosa.com.au](mailto:contact@ewosa.com.au)  
Website: [www.ewosa.com.au](http://www.ewosa.com.au)

## **Tasmania**

Energy Ombudsman Tasmania  
Mail: GPO Box 960. Hobart TAS 7001  
Phone: 1800 001 170  
Fax: (03) 6233 8966  
Email: [energy.ombudsman@ombudsman.tas.gov.au](mailto:energy.ombudsman@ombudsman.tas.gov.au)  
Website: [www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au)

## **8. Need more help**

If you have any questions about the information contained in this Policy, please visit [www.stanwellenergy.com](http://www.stanwellenergy.com) or call us on 1800 300 351.