

Perpetual Energy Complaint and Dispute Handling Procedure

1.0 Document Information

Internal Use Only

2.0 Introduction

2.1 Background

Everybody has a right to complain. Perpetual Energy is committed to effective handling of complaints and disputes and values feedback through complaints and the potential they offer for continuous improvement.

Perpetual Energy has adopted and will from time to time adopt and implement guidelines and procedures for effective handling of complaints and disputes that are appropriate to the number and type of its customers and consistent with applicable laws and standards, including the Complaint Management Standard (Australian Standard AS ISO 10002 'Customer satisfaction – Guidelines for complaints handling in organisations' as amended over time).

The procedure is guided by Perpetual Energy's Compliance Strategy and Policy document.

2.2 Purpose

This procedure provides a framework for customer service representatives to follow when a complaint is received from a customer in Victoria. Perpetual Energy maintains a separate Complaints Procedure for customers in other states available on our website at perpetualenergy.com.au/?p=complaints

2.3 Scope

This policy applies to all small customers of Perpetual Energy in Victoria as defined by the relevant legislation.

3.0 Procedure

3.1 Complaint is received

Complaints may be received in various ways, including online, by phone or email. Perpetual Energy customers can submit feedback via the contact form on our website, by phone to our main office at 02 8077 8592, or email to contact@perpetualenergy.com.au

3.2 Record the complaint

Once the complaint is received by our team, they will record details of the complaint including:

- Date the complaint was made
- Name and contact details of the person making the complaint
- Details of the issue and how the complainant wants it to be resolved
- Any immediate actions taken in response to the complaint
- Any support the complainant may need
- If the complaint is resolved at first contact, record details about the resolution – such as referrals or information provided.

3.3 Response to complaint

All complaints will be acknowledged as soon as possible with a commitment to respond within 3 business days. Our team will assess the timing for resolution based on the information provided and will provide an expected timeframe to achieve a resolution.

3.4 Assessment the complaint

Based on the materiality of the complaint, the team member maybe be able to provide an assessment and resolution straight away or may need to refer the incident to the Complaints Manager who will then get back to the complainant regarding an update to the case.

3.5 Escalation

Perpetual Energy endeavors to resolve all complaints directly however if the customer is not satisfied with the solution offered or the time taken to resolve a complaint or dispute, they have the right to refer the issue to the relevant Energy Ombudsman as per details below.

Victoria

Energy and Water Ombudsman (Victoria)

Freecall: 1800 500 509

Website: www.ewov.com.au

Email: ewovinfo@ewov.com.au

4.0 Evaluation and Review

This policy will be reviewed at the request of Perpetual Energy, in the event of significant change in the Executive team, significant changes to legislation applicable to the subject matter of the policy or, in any other case, at least bi-annually.

5.0 References

The procedure used in this document was based on the information found on the Ombudsmen NSW website <https://www.ombo.nsw.gov.au/guidance-for-agencies/effective-complaint-handling/complaint-handling-process>