

STANDARD COMPLAINTS AND DISPUTE RESOLUTION PROCEDURES



Introduction

At Jemena we pride ourselves on providing a valued service to our customers. We will respond to customer enquiries and seek to resolve complaints in accordance with the following procedures.

Jemena's management team are committed to ensuring that complaints are dealt with in a responsive, efficient, effective and fair way. We recognise that feedback received from our customers is valuable in making improvements to our business so we can provide our customers with the best possible service. At Jemena, all our staff are expected to be familiar with these procedures and to respond to our customer requests in a timely manner.

If at any time you feel that the service you have received from us is unsatisfactory please contact us and provide us with the necessary information so we can assist you. You can provide us with your feedback or make a complaint:

- by telephone on business days between 8am and 5pm (please note local call costs may vary and mobiles may incur a higher charge):
 - For NSW and Queensland please call: 1300 137 078
 - For Victorian electricity customers please call: 1300 131 871

- electronically via the [feedback form](#) on our website at www.jemena.com.au

- in writing:

For NSW and QLD customers please write to us at:

Email: customerrelationsnsw@jemena.com.au

Post: Customer Relations, PO Box 1220, North Sydney 2059.

For Victorian customers please write to us at:

Email: customerrelations@jemena.com.au

Post: Customer Relations, PO Box 16182, Melbourne 3000.

Interpreter service

Jemena offers a language interpreter assistance service to cater for customers from various cultural and linguistic backgrounds. If you need interpreter assistance to provide us with your feedback the service can be contacted on 13 14 50.



We speak your
language
Call 13 14 50

Complaint process

Telephone

- A Customer Service Coordinator will register your enquiry/complaint and provide you with a reference number for your enquiry/complaint at the time of your call or else as soon as practicable after the call.
- The coordinator will try to resolve the matter at the time of your call.
- If we need to carry out an investigation you will be kept up to date with the progress of our investigation of your enquiry/complaint.
- We will communicate the results of our investigation to you by your preferred contact method.

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Written (by email, post or via our website)

- We will send a written acknowledgment of your enquiry/complaint within 48 hours of receipt.
- We will keep you informed on the progress of our investigation of your enquiry/complaint.
- We will communicate the results of our investigation to you in writing (by email or post, in the form of your original enquiry/complaint).

Complaints involving retailer activities

Complaints relating to the sale of gas or electricity by your retailer e.g. gas or electricity billing complaints should be directed to your retailer. If we receive a complaint of this type we will advise the Retailer of your complaint by the next business day, including your contact information and the retailer will be responsible for investigating the complaint.

We will assist your retailer in investigating your complaint by providing any information relevant to your complaint requested in a timely manner after receiving their request.

Our Commitment

Your feedback is valued and we will endeavour to resolve complaints within 5 business days. If we are unable to complete the investigation within this time, our Customer Service Coordinator will keep you updated on the progress. We will inform you of the outcome of the complaint process, and our reasons for the decision regarding the outcome, as soon as reasonably possible.

If Jemena has attempted to resolve your complaint or dispute and you are still not satisfied with the investigation results, you can request for the matter to be reviewed by a Senior Manager. The Manager will review the complaint and endeavour to communicate the outcome directly within 5 days from the date the escalated request is received.

The Energy Ombudsman

If you are dissatisfied with our response, you may contact your state's ombudsman. They offer an independent and easy to access service, free of charge.

- **Energy and Water Ombudsman (Victoria) if the matter is related to our electricity network.**
Energy and Water Ombudsman (Victoria) can be contacted on 1800 500 509 (Freecall), by writing to Reply Paid 469, Melbourne VIC 8060 or electronically at www.ewov.com.au
- **Energy and Water Ombudsman (New South Wales) if the matter is related to our gas network.**
Energy and Water Ombudsman NSW can be contacted on 1800 246 545 (Freecall), by writing to Reply Paid 86550, Sydney South NSW 2059 or electronically at www.ewon.com.au

Both will investigate and assist in the resolution of a range of enquiries and complaints customers may have with electricity and gas companies.

In NSW EWON can be contacted at any time for independent advice and assistance.

Privacy

We are committed to compliance with the laws that protect customer's personal information including the Privacy Act 1988 (Cth). In relation to any feedback procedure, we may need to collect, use or disclose personal information to respond to your enquiry, investigate and resolve a complaint, and for any other purposes identified in our privacy policy from time to time.

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Please see our privacy policy for further information if you have a complaint about the way in which we have handled any privacy issue.

Our privacy policy can be viewed via our website at <http://jemena.com.au/about/privacy>. A hard copy of the policy is also available on request.

Continual Improvement

These procedures have been developed in line with the Australian Standard AS ISO 10002:2006 (*Customers Satisfaction – Guidelines for complaints handling in organizations*). In conjunction with regular reporting Jemena conducts annual reviews of policies and procedures (including these procedures) to ensure our current processes remain aligned with best practice approaches.