



Standard Complaints & Dispute Resolution Policy

Our commitment to our customers

At SmartestEnergy, we are committed to our customers and delivering the highest level of customer experience. We want to make sure you enjoy being our customer and we value your feedback, be it positive or negative. To help us to improve our service experience, if you're not happy with the service you're received, please let our team know so we can sort it out for you.

The way we work through problems and complaints is by using Our Standard Complaints and Dispute Resolution Procedures which have been developed in accordance with AS/NZS 10002:2014 – Guidelines for complaint management at SmartestEnergy.

We'll handle any complaints or feedback in a confidential manner, and there's no cost to you. Any of your personal information collected during this process will be managed in accordance with our Privacy Policy.

It's important for us to know if you're unhappy or even just to take on your feedback, because we not only want happy customers, but we are also focused on the continuous improvement of our business. If we don't know there's an issue, we can't fix it.

How to give feedback or lodge a complaint

We encourage you to contact SmartestEnergy directly in the first instance to enable a quick and effective resolution of any issues. You can do this in a several ways:

- calling us on **1300 176 031** (Monday to Friday 9am to 5pm AEST);
- email us at [help-
aus@smartestenergy.com.au](mailto:help-
aus@smartestenergy.com.au); or

- posting your comments to: SmartestEnergy, Level 4, 36 Carrington Street, Sydney NSW 2000.

Interpreter Services are available by calling **13 14 50**.

When a complaint is raised, SmartestEnergy will address it in an equitable, objective, and unbiased manner.

Response timeframes

We'll acknowledge your enquiry, complaint or dispute immediately or as soon as practicable and will aim to resolve the enquiry within 20 business days from when we receive your feedback in a fair and reasonable manner.

There may be times when we need a bit longer to find the answer or resolution, but we'll be sure to respond to you within 20 business days with an update on the potential cause of the issue (if known), any corrective action, and an indication of when we think we'll have your issue resolved. We'll also confirm how frequently you'd like to be updated moving forward.

We'll get back to you by email unless you have told us you would prefer that we respond some other method, such as by phone.

When we respond to your query or complaint, we'll ask you to let us know whether you are satisfied with our response within 10 business days. If we don't hear back from you within this timeframe, we'll assume the matter has been resolved satisfactorily.

A record of your complaint will remain on our records for 12 months after the complaint has been resolved.

Escalating the matter further

At any time, you can tell us that you wish to escalate the matter further. If this occurs, we'll refer your query or complaint to a Senior Team Member. This manager will work with you to resolve your issue in line with your contracted terms and applicable legislation.

At this point, we'll also make you aware of your right to refer the matter to your local dispute resolution scheme. In Victoria, the Energy and Water Ombudsman (EWOV) is an independent, free service available to domestic and business customers and can investigate and resolve disputes between customers and electricity and gas companies. In the ACT, it's the ACT Civil & Administrative Tribunal (ACAT).

Please find details below on how to contact your local dispute resolution scheme:

VICTORIA

Energy and Water Ombudsman Victoria
Reply Paid 469 Melbourne, Victoria 8060
Freecall (from Australia) 1800 500 509
Freefax (from Australia) 1800 500 549
www.ewov.com.au

AUSTRALIA CAPITAL TERRITORY

ACT Civil & Administrative Tribunal
(ACAT)
GPO Box 370 CANBERRA ACT 2601
Phone 02 6207 1740
Email tribunal@act.gov.au
www.acat.act.gov.au/