



# Complaints & Dispute Resolution Policy

## Abstract

Elysian Energy's complaints and dispute resolution policy gives the company a clear and considered process for managing and resolving customer complaints.

Date 30 May 2019  
Version 2.0

# Contents

- Complaints and Dispute Resolution Policy .....2
- Introduction .....2
- Commitment.....2
- Scope of Policy .....2
- Elysian Energy’s Approach to Complaint Management .....3
- Stages of the complaint management process.....3
- Complaint management process .....3
- Visibility and access .....4
- Responsiveness.....4
- Right to access the Energy and Water Ombudsman .....4
- Assessment and action .....5
- Categories of complaint .....5
- Non-regulatory (service) complaints .....5
- Regulatory complaints .....5
- Conduct complaints.....6
- Other complaints .....6
- Privacy.....6
- Outcomes.....6
- Monitoring effectiveness and continuous improvement .....6
- Roles and responsibilities .....6
- Resources and training .....7



# Complaints and Dispute Resolution Policy

## Introduction

Elysian Energy provides fair pricing and excellent customer service. But we recognise that sometimes things won't go as a customer expects.

This Complaint and Dispute Resolution Policy meets Elysian Energy's customer commitment to:

- Manage a customer's complaint according Australian Standard AS 4269 and AS ISO 10002. as part of our licence conditions.
- Transfer and connect as smoothly as possible
- Let customers manage their energy consumption
- Make sure customers receive fair pricing.

Elysian Energy commits to efficient and fair resolution of customer complaints. We acknowledge customer's rights to complain and ask for their feedback. We commit to treating customer complaints seriously, and to dealing with them promptly, fairly and genuinely.

The information customers provide us when we are helping them with their complaints improves Elysian Energy's products and service.

This policy sets out our approach to managing any complaints we receive. The policy is underpinned by Elysian Energy's Complaint and Dispute Management Procedure which supports the implementation of the policy.

Our policy creates a framework where a customer's problem can be managed as though it is Elysian Energy's problem.

## Commitment

Elysian Energy, and all staff commit to providing customers an accessible, effective, and fair complaint management process. We will:

- a) welcome complaints from people who have dealt with Elysian Energy ASIC and who are not satisfied with our product or service, decisions, actions or officers;
- b) have accessible, transparent and accountable complaint processes;
- c) address each complaint in an equitable, objective and unbiased manner;
- d) treat all complaints received under Elysian Energy's Privacy Policy;
- e) treat complainants with respect and provide them with clear explanations of Elysian Energy's actions and decisions wherever the law or our policy allows;
- f) recognise feedback and complaints as opportunities to build knowledge and improve services;
- g) proactively seek feedback and suggestions for improvement; and
- h) always be courteous and professional.

## Scope of Policy

Elysian Energy considers a complaint to be:

An expression of dissatisfaction made to Elysian Energy related to our product or service, decisions, actions, or the actions of our people, or our service providers, or the complaint management process itself, which Elysian Energy has been unable to resolve in the first instance, where a response is expected.

This is distinct from a request for service. But, a request for service may develop into a complaint where the customer considers the provision or timeliness of the service to be unsatisfactory.

# Elysian Energy's Approach to Complaint Management

## Stages of the complaint management process

Elysian Energy handles most complaints by following the process described below. Some complaint types might follow a different process if required by law.

### Complaint management process

1) Initial complaint receipt, prioritisation, and escalation.	2) Internal complaints resolution	3) Internal complaints resolution
<p>Frontline staff have delegation to resolve issues and complaints wherever possible at first contact.</p>	<p>A more senior officer or designated review officer:</p> <ul style="list-style-type: none"> <li>investigates complaints unresolved at the frontline;</li> <li>investigates complaints referred directly from the frontline.</li> </ul>	<p>If a complaint is not resolved internally in a manner acceptable to the customer an explanation will be provided to the customer either verbally or in writing of the resolution offered and details of the investigations. The customer will also be advised of their right to refer the matter to the Ombudsman.</p>

At stage 1, staff are encouraged and allowed to resolve issues wherever possible when a complainant first raises them.

Complainants are encouraged to:

- try to resolve their issue with the Elysian Energy staff member that they have been dealing with (or using the telephone number Elysian Energy has given them);
- if they are not satisfied, talk to that staff member's manager; and
- if they are still not satisfied, consider lodging a formal complaint through Elysian Energy's dedicated complaint channels.

Once a complaint reaches stage 2, a complaint can be actioned through:

- a complaint investigation; or
- a customer expressing dissatisfaction with the resolution offered to them in stage 1.

In a complaint investigation, the focus is:

- an assessment of the complaint to determine Elysian Energy's compliance with Retail Licence obligations and Compliance Framework;
- determining what resolution (if any) may be appropriate, including whether further information should be provided to the complainant about Elysian Energy's position; and
- determining whether there are any opportunities for services and system improvement.



## Visibility and access

Complainants may make complaints by telephone, fax, mail, email or online. Elysian Energy will assist customers with complaints and specific needs to make complaints.

Customer invoices provide a contact number and encourages customers to contact Elysian Energy to provide feedback or raise any concerns.

Any customers making contact through Elysian Energy's contact number, can lodge a complaint for investigation by the Customer Service Representatives and if the customer is unhappy with the response, request to have the complaint escalated to a more senior Elysian Energy staff member. The customer is then advised in writing that if he or she is dissatisfied, he or she has the right to refer the complaint to their relevant state-based Ombudsman or other relevant external dispute resolution bodies at any time.

Information on Elysian Energy's complaint and dispute management procedure appears on Elysian Energy's website. Elysian Energy staff handling complaints over the telephone will explain the process and direct potential complainants to where they can access further information.

## Responsiveness

Elysian Energy will:

- a) acknowledge complaints promptly;
- b) inform complainants of the progress of their complaint;
- c) assess and finalise each complaint as quickly as possible; and
- d) resolve complaints at the first point of contact wherever possible.

## Right to access the Energy and Water Ombudsman

We will inform people who make complaints to or about us about any internal or external review options available to them, including the Energy & Water Ombudsman Vic (EWOV), the Energy & Water Ombudsman NSW (EWON), the Energy & Water Ombudsman Queensland (EWOQ), and the Energy & Water Ombudsman South Australia (EWOSA).

All our customers have the right to contact the Energy & Water Ombudsman in their state at any time for independent advice and assistance.

**Ombudsman contact details are:**

### Energy and Water Ombudsman of New South Wales

**Free call:** 1800 246 545  
Between 9:00 am and 5.00 pm, Monday to Friday.  
**Free fax:** 1800 812 291  
**Interpreter:** 131 450 - For help using an interpreter visit [www.tisnational.gov.au](http://www.tisnational.gov.au)  
**NRS:** 133 677 - For help using this service visit [www.relayservice.com.au](http://www.relayservice.com.au)  
**Email:** [complaints@ewon.com.au](mailto:complaints@ewon.com.au)  
**On-line Complaints:** [www.ewon.com.au/complaints](http://www.ewon.com.au/complaints)  
**By post:** Reply Paid 86550, Sydney South NSW 1234

### Energy and Water Ombudsman of Victoria

**Free call:** Phone 1800 500 509 (freecall)  
Between 8.30 am and 5.00 pm, Monday to Friday.  
**Free fax:** 1800 500 549  
**Interpreter:** 131 450 - For help using an interpreter visit [www.tisnational.gov.au](http://www.tisnational.gov.au)  
**NRS:** 133 677 - For help using this service visit [www.relayservice.com.au](http://www.relayservice.com.au)  
**Email:** [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)  
**On-line Complaints:** [www.ewov.com.au/complaints](http://www.ewov.com.au/complaints)  
**By post:** Reply Paid 469, Melbourne VIC 8060

### Energy and Water Ombudsman of South Australia

**Free call:** 1800 665 565  
Between 8.30 am and 5.00 pm, Monday to Friday.  
**Free fax:** 1800 665 165  
**Interpreter:** 131 450 - For help using an interpreter visit [www.tisnational.gov.au](http://www.tisnational.gov.au)  
**NRS:** 133 677 - For help using this service visit [www.relayservice.com.au](http://www.relayservice.com.au)  
**Email:** [contact@ewosa.com.au](mailto:contact@ewosa.com.au)  
**On-line Complaints:** [ewosa.com.au/submit-a-complaint](http://ewosa.com.au/submit-a-complaint)  
**By post:** GPO Box 2947, Adelaide SA 5001

### Energy and Water Ombudsman of Queensland

**Free call:** 1800 668 837  
Between 8.30 am and 5.00 pm, Monday to Friday.  
**Fax:** (07) 3087 9477  
**Interpreter:** 131 450 - For help using an interpreter visit [www.tisnational.gov.au](http://www.tisnational.gov.au)  
**NRS:** 133 677 - For help using this service visit [www.relayservice.com.au](http://www.relayservice.com.au)  
**Email:** [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)  
**On-line Complaints:** [www.ewoq.com.au/submit-a-complaint](http://www.ewoq.com.au/submit-a-complaint)  
**By post:** PO Box 3640 South Brisbane BC Qld 4101

# Assessment and action

## Categories of complaint

Elysian Energy will:

- a) categorise and prioritise complaints in accordance with their urgency, seriousness and complexity;
- b) address each complaint in a sensitive, equitable, objective, unbiased and professional manner throughout the complaint management process; and
- c) where appropriate, refer complaints and/or complainants to external agencies on receipt of the complaint.

Complaints are categorised into four types:

- a) non-regulatory (service);
- b) regulatory;
- c) conduct; and
- d) other.

The categorisation of each complaint determines how Elysian Energy will handle the complaint.

## Non-regulatory (service) complaints

Elysian Energy retails electricity to end use customers. In doing this we connect, transfer and invoice customers. Our services are delivered mainly through our Customer Contact Centre. We also publish a website that gives details of our product offers, allows self-service, and provides contact telephone numbers.

Customers may sometimes raise their concerns about our services. In determining what is a complaint (compared to a request for service), Elysian Energy staff will be mindful, among other things, of whether we have met our licence obligations.

To start we will attempt resolution of non-regulatory complaints at the first point of contact. However, if we are unable to resolve the complaint at this level, we will escalate it to a more senior staff for review.

## Regulatory complaints

Elysian Energy considers regulatory complaints to include complaints relating to decisions or actions made in the context of our licencing obligations and responsibilities. Regulatory complaints will be categorised as:

- **Billing.** Includes (but is not limited to) a complaint regarding prices, overcharging, high bills, billing errors, payment terms and methods, failure to receive government rebates and debt recovery practices including complaints about imminent and actual disconnection, etc.
- **Energy marketing complaint:** Includes (but is not limited to) a complaint associated with a retailer's or its agents/representatives' actions in seeking to sign up a small customer for a contract for energy supply/service and may include matters such as the sales approach or conduct, advertising campaigns, contract terms, sales techniques, misleading conduct, etc.
- **Customer transfer complaint:** Includes (but is not limited to) a complaint regarding the financial responsibility for a customer's electricity or gas account being transferred to either an existing or new retailer and may also include general transfer complaints such as failure to transfer within a certain period, disruption of supply due to transfer and billing problems directly associated with transfer, etc.
- **Other complaints:** Include any complaint not included in the definitions of billing, energy marketing and customer transfer complaints above.

For some regulatory complaints there is an internal right of review within the business unit in which they arose. In other circumstances, complainants may need to direct their complaint to an external review body.

Whatever the available course of action, Elysian Energy staff receiving regulatory complaints will explain to complainants their rights and direct them to the relevant escalation point(s).

## Conduct complaints

Complaints about conduct involve any allegations of unacceptable conduct against an Elysian Energy staff member. These complaints may include (but are not limited to) rudeness, poor or inappropriate service, and discourtesy. Elysian Energy's complaints resolution process will be applied to resolving disputes of this nature

## Other complaints

There are some complaint types that do not fit within the categories above or, under the requirements of the law, must be handled outside Elysian Energy's usual complaint management procedures. These include complaints about breaches of privacy.

## Privacy

Elysian Energy collects only the personal information that is reasonably necessary for, or directly related to, one or more of our functions or activities under the legislation we administer. Our privacy policy is published on our website.

## Outcomes

Elysian Energy will:

- a) advise complainants of outcomes as soon as possible after a decision is made;
- b) inform complainants of the reasons for decisions wherever the law and our policy allow; and
- c) advise complainants of any available internal review options and/or any statutory external appeal options on inquiry and via the website.

## Monitoring effectiveness and continuous improvement

Elysian Energy is committed to continually improving our services and actively monitoring the quality and effectiveness of our complaint management framework.

We communicate any internal problem or opportunity for improvement revealed by a complaint to the area responsible for possible systemic improvement.

We regularly report internally on the complaint management framework to evaluate:

- a) adherence to statutory, policy and reporting requirements;
- b) time taken to finalise complaints;
- c) complaint trends and outcomes; and
- d) any systemic issues.

We use the reports to identify opportunities to improve our programs and services.

We actively seek feedback from people complaining to determine the level of satisfaction with how their issue was managed.

## Roles and responsibilities

Elysian Energy's Operations and Compliance Manager is responsible for ensuring that Elysian Energy has a complaint management framework that:

- a) deals effectively with complaints;
- b) uses complaint information to identify issues and drive improvements; and
- c) refers complainants to the appropriate external agency if they remain aggrieved at the conclusion of ASIC's complaint management process.

As part of the complaint management framework, the Operations and Compliance Officer is responsible for:

- a) implementing complaints policy and procedure;
- b) providing specialist complaints management and support to relevant service delivery providers;
- c) analysing complaints data, including identifying significant issues and trends from the conduct of complaints and internal reviews; and
- d) driving continuous improvement through the tracking and monitoring of recommendations arising through the conduct of complaints and internal reviews.

Other managers involved in the complaint management process, as applicable within their area of responsibility, are responsible for:

- a) ensuring that the complaint management policy is implemented;
- b) liaising with the Operations and Compliance Manager;
- c) ensuring that the monitoring of the complaint management process is undertaken and recorded; and
- d) ensuring continuous improvement occurs as a result of feedback from complaints.

All Elysian Energy Staff are responsible for responding to complaints in accordance with the complaint management policy.

### **Resources and training**

All Elysian Energy staff officers handling complaints undertake continuous training and learning opportunities appropriate to their complaint handling responsibilities and incorporating best practice principles. All Elysian Energy staff undertake general awareness training and are aware of the importance of complaints to the organisation and Elysian Energy's complaint management policy.

