



Complaints & Feedback Policy



Complaints and feedback policy

Elysian Energy seeks to quickly resolve all issues and, below is the information you need to contact us and how we can work together. We appreciate your feedback, so we improve the way we do business: our systems, policies and procedures.

We understand that your time is valuable, so in response to some common questions from our customers, we've provided answers to some of our most frequently asked questions.

Ways to give feedback

1. Speak to our customer service team

Call our customer service team. To get the best out of your call with us, please have your account number handy and any specific information about your issue.

For residential customers, call 03 8630 2825
Monday to Friday

8.00am to 6.30pm AEDT

2. Give us your feedback in writing

If you prefer to provide written feedback or complaint, please get in touch using our general enquiries form.

Please provide the following

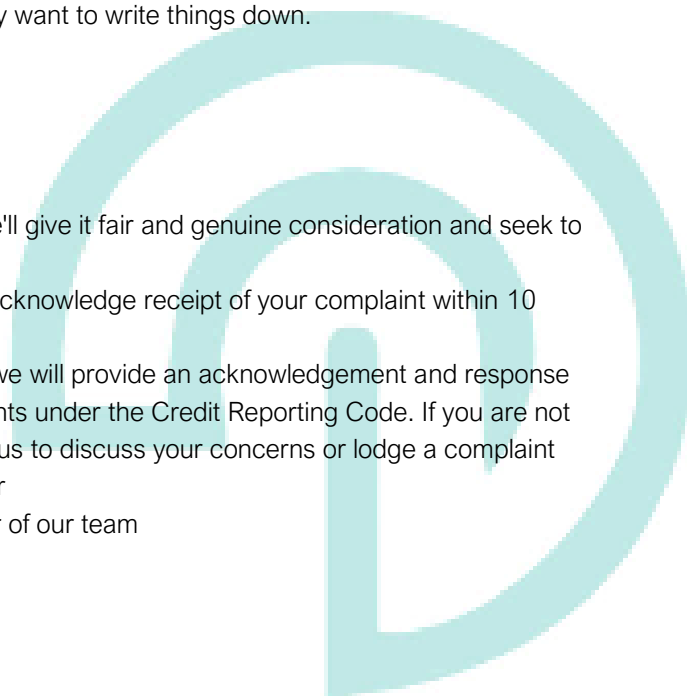
- Your account number. You will find your account number on your bill.
- What the issue is . Compile as much information as you can, including the outcome you're seeking, and details of any interactions you've had with us.

Remember have a pen handy. Sometimes we'll need to provide instructions on how to read your meter or look at the energy usage of appliances, so you may want to write things down.

Our complaints process

When we receive a complaint:

- We'll record the details of your complaint. We'll give it fair and genuine consideration and seek to achieve a fair outcome .
- If your complaint is received in writing, we'll acknowledge receipt of your complaint within 10 business days.
- For complaints specifically related to credit, we will provide an acknowledgement and response in accordance with the regulatory requirements under the Credit Reporting Code. If you are not satisfied with our response, you can contact us to discuss your concerns or lodge a complaint with the Australian Information Commissioner
- Your complaint will be allocated to a member of our team



- We'll enquire into your complaint within a reasonable time frame, taking into account the nature and complexity of your complaint
- We'll keep you informed of any progress via your preferred communication channel – or if you don't specify, we'll contact you by the same channel that you initially made the complaint.
- We'll treat your complaint respectfully and handle all personal information in accordance our privacy policy
- If appropriate, we'll make policy changes to prevent the same situation from happening again.

3. If you're not satisfied with the outcome

We always do our very best to resolve issues, however if you feel your complaint is not sufficiently resolved, you may take the complaint to the relevant ombudsman.

We're a member of the Energy and Water Ombudsman schemes in Victoria. The Ombudsman scheme is a free service and acts as an impartial conciliator to help resolve disputes between customers and energy companies.

The Ombudsman will want to know that we've worked together to try and resolve the issue as best as possible and will refer you to our customer service team if you have not contacted us before.

Energy and Water Ombudsman Details:

Call: Phone 1800 500 509 (free call)
Between 8.30 am and 5.00 pm, Monday to Friday.

Fax: 1800 500 549 (free fax)

Email: ewovinfo@ewov.com.au

Write: Reply Paid 469 Melbourne VIC 8060

