

# COMPLAINTS PROCEDURE

Standard Complaints Handling and Dispute Resolution Procedure

v.4.2

18 January 2017

## Our approach

Pacific Hydro's vision is to create economic, social and environmental value by being our customers' preferred clean energy solutions provider. We are dedicated to delivering a service culture for all of our customers and we will always be accountable for our actions.

**Your satisfaction is important to us and we acknowledge and appreciate the rights of all of our customers to provide feedback about Pacific Hydro.**

Despite our best efforts, we recognise that occasionally as our customer you may be unhappy with aspects of our performance.

## How to contact us about your customer service experience

Pacific Hydro operates a dedicated customer service line from Monday to Friday between the hours of 8:30AM – 6:00PM (AEST). We are open during Victorian and South Australian business days.

You can contact us on 1800 010 648.

In addition you can:

- send an email to us by [support@pacifichydro.com.au](mailto:support@pacifichydro.com.au)
- write to us at Pacific Hydro, Level 11, 474 Flinders Street, Melbourne
- Visit our website [www.energythatcould.com.au](http://www.energythatcould.com.au) and lodge your complaint using our online form.

We will respond to your written complaint within 3 business days of receiving it.

## Complaints

Our Standard Complaints Handling and Dispute Resolution Procedure conforms to Standards Australia *ISO 10002-2006 Customer Satisfaction – Guidelines for Complaints Handling in Organisations*. We are committed to ensuring that complaints are resolved in accordance with this Standard.

Our complaints handling procedure ensures that if you ever wish to register a complaint:

- you will know exactly where and how you can contact us
- we will provide you with any assistance you may require to register your complaint
- we will not charge any complaints handling fees for investigating and resolving your complaint
- your complaint will be addressed quickly, fairly and in an objective and unbiased way
- your complaint will remain private and confidential
- you will always have the option to raise your complaint with senior staff within Pacific Hydro Retail, or to the relevant Ombudsman.

## What is a complaint?

A complaint is any expression of dissatisfaction made to us related to our products or services, or our complaints handling process itself, where you expect a response from us.

We see every complaint as an opportunity to improve and innovate.

To avoid any doubt, complaints include the following types of contacts:

- Where our customer expresses dissatisfaction and seeks a response or resolution regarding the conduct, action, proposed action, or failure to act by Pacific Hydro, its employees, agents, contractors or other representatives. This could include if we fail to observe our published or agreed practices or procedures.
- Where our customer threatens to involve, or enquire about the possibility if involving a third party or if an energy ombudsman scheme refers the complaint to us.

### How to make a complaint

Pacific Hydro operates a dedicated customer service line from Monday to Friday between the hours of 8:30AM to 6:00PM (AEST). We are open during Victorian and South Australian business days.

You can contact us on 1800 010 648.

In addition you can

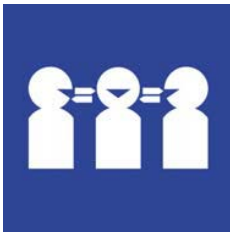
- send an email to us by [support@pacifichydro.com.au](mailto:support@pacifichydro.com.au)
- write to us at Pacific Hydro, Level 11, 474 Flinders Street, Melbourne
- visit our website, [www.energythatcould.com.au](http://www.energythatcould.com.au) and lodge your complaint using our online form.

We will respond to your written complaint within 3 business days of receiving it.

### For further assistance

#### Interpreter service

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Pacific Hydro on 1800 010 648. Our business hours are 8:30am - 6:00pm (AEST).



إذا كنتم بحاجة إلى مترجم، الرجاء الاتصال بخدمة الترجمة الخطية والشفهية (TIS National) على الرقم **131 450**، والطلب منهم الاتصال بوكالتكم Pacific Hydro على الرقم 1800 010 648. أوقات عملنا هي 8:30AM - 6:00PM (AEST).

Αν χρειάζεστε διερμηνέα, παρακαλείστε να τηλεφωνήσετε στην Υπηρεσία Μετάφρασης και Διερμηνείας (Εθνική Υπηρεσία TIS) στο 131 450 και ζητήστε να τηλεφωνήσουν Pacific Hydro στο 1800 010 648. Οι ώρες λειτουργίας μας είναι 8:30AM – 6:00PM (AEST).

Se avete bisogno di un interprete, siete pregati di chiamare il servizio traduzioni e interpretariato (TIS National) al numero 131 450 e chiedere loro di telefonare a Pacific Hydro al numero 1800 010 648. I nostri uffici sono aperti dalle 8:30AM alle 6:00PM dal lunedì al venerdì.

若你需要口譯員，請致電131 450聯絡翻譯和口譯服務署(TIS National)，要求他們致電1800 010 648 聯絡 Pacific Hydro。我們的工作時間是8:30AM - 6:00PM (AEST)。

如果你需要口译员，请致电131 450联系翻译和口译服务署（TIS National），要求他们致电1800 010 648联系Pacific Hydro。我们的工作时间是8:30AM - 6:00PM (AEST)。

Si necesita intérprete, llame al Servicio de Traducción e Interpretación - Translating and Interpreting Service (TIS National) al 131 450 y pídale que llamen a Pacific Hydro al 1800 010 648. Nuestro horario de atención es 8:30AM - 6:00PM (AEST).

Nếu cần thông ngôn viên, xin quý vị gọi cho Dịch Vụ Thông Phiên Dịch (TIS Toàn Quốc) qua số 131 450 và nhờ họ gọi cho Pacific Hydro qua số 1800 010 648. Giờ làm việc của chúng tôi là 8:30AM - 6:00PM (AEST).

### **Hearing and speech impairment service**

If you have a hearing or speech impairment, please call via the National Relay Service. Simply dial 133 677 from your TTY phone and ask to be connected to 1800 010 648.

### **How we will investigate and resolve your complaint**

Our staff are empowered to assist in investigating and resolving any complaint you may have. We ensure that all complaints are recorded and that all relevant information is recorded when you contact us.

To enable us to resolve your complaint efficiently and effectively we require certain information from you.

First, we need to confirm your name, address and account details. When you contact us, your Pacific Hydro Account number, invoice number, supply address or National Meter Identifier (NMI) are all useful pieces of information.

We then need to fully understand the basis of your complaint and, importantly, the resolution that you are seeking.

Finally, we will discuss and agree with you what other information we may need to resolve your concern and confirm how and when we will contact you throughout the process until the matter is resolved.

### **Timelines for resolving complaints**

We have confidence that our staff are empowered to resolve complaints at the initial point of contact.

If the matter is complex, or requires information from your distributor or another related party, we may need up to 14 days to fully investigate your complaint.

On some rare occasions, it might take longer to resolve your complaint. If this is the case, the person responsible for investigating and resolving your complaint will ensure that we keep you updated by maintaining contact with you, either in writing or by telephone, until such time as the matter is resolved.

### **Third party complaints**

Your complaint may not relate directly to services that Pacific Hydro provides, but may involve an external third party, such as your Distributor. We will provide you with reasonable assistance to make contact with any other external third party.

If this is the case, we will provide you with the relevant contact details for your Distributor or refer your written complaint to them.

In accordance with any regulatory requirements, we may also be required to provide your Distributor with any relevant information it may require to resolve your complaint in accordance with our Privacy Policy (outlined below).

### **Privacy**

Pacific Hydro takes its obligations under privacy legislation very seriously. You can be confident that your complaint will remain private and confidential.

If we need to share your information with any external party, for example, your distributor, we will seek your explicit consent to do so.

A copy of our Privacy Policy is available on request and is published on our website [www.energythatcould.com.au](http://www.energythatcould.com.au).

### **Continuous Improvement**

Pacific Hydro has a comprehensive internal process for regular reporting of customer feedback particularly including complaints and analysis of complaints. Regular reports are provided to senior management, the Chief Executive Officer and the Board.

Pacific Hydro's Board and senior management are committed to continuous improvement and will ensure that all staff and contractors comply with this Procedure.

As part of this commitment, our Procedure will be reviewed annually to ensure that it remains effective, relevant and up to date.

### **If you remain dissatisfied?**

If, despite our best efforts to resolve your complaint you remain unhappy with any aspect of our service, you can request that your complaint be escalated to senior management within Pacific Hydro.

If you remain unhappy for whatever reason, you can raise your concerns with the relevant Ombudsman.

### **Contacting the Ombudsman**

You may contact your local Ombudsman if you remain dissatisfied with our investigation or proposed resolution to your complaint, or if you have any concerns with our management of your complaint.

Your local Ombudsman provides a free, impartial and independent complaints resolution service and will usually expect that you have tried to resolve your complaint with us prior to raising the matter with them.

Your local Ombudsman operates Monday to Friday during normal business hours. Contact details for the relevant schemes are provided below.

### **South Australia**

Energy and Water Ombudsman SA

Mail: GPO Box 2947, Adelaide SA 5001

Phone: 1800 665 565

Fax: 1800 665 165

Email: [contact@ewosa.com.au](mailto:contact@ewosa.com.au)

Web: [www.eiosa.com.au](http://www.eiosa.com.au)

### **Victoria**

Energy and Water Ombudsman Victoria

Mail: GPO Box 469 Melbourne VIC 8060

Phone: 1800 500 509

Fax: 1800 500 549

Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

Web: [www.ewov.com.au](http://www.ewov.com.au)