

COMPLAINTS HANDLING PROCEDURE

Identifying a Complaint

A complaint is an expression of dissatisfaction from a customer directed to Amanda Energy that may relate (but is not necessarily limited) to:

- Amanda Energy services or products; or
- Amanda Energy staff members, including electricity marketing agents; or
- Amanda Energy communication or marketing material; or
- Amanda Energy's handling of a complaint.

If the expression of dissatisfaction relates to a function for which Amanda Energy is not responsible (i.e. power outages) then it should not be considered a complaint, and instead the customer must be directed to the responsible / applicable party.

Formal complaints must be made in writing. This can be done by sending us a letter detailing your complaint, attending our office with your complaint or by sending us an email.

Alternatively, Amanda Energy staff may determine that a written or verbal remark from a customer should be treated as a complaint, even if the customer has not specifically stated that they wish to make a complaint. In determining whether a remark should be treated as a complaint, Amanda Energy staff should refer to the ERA's published guide to differentiating between complaints and queries, [here](#).

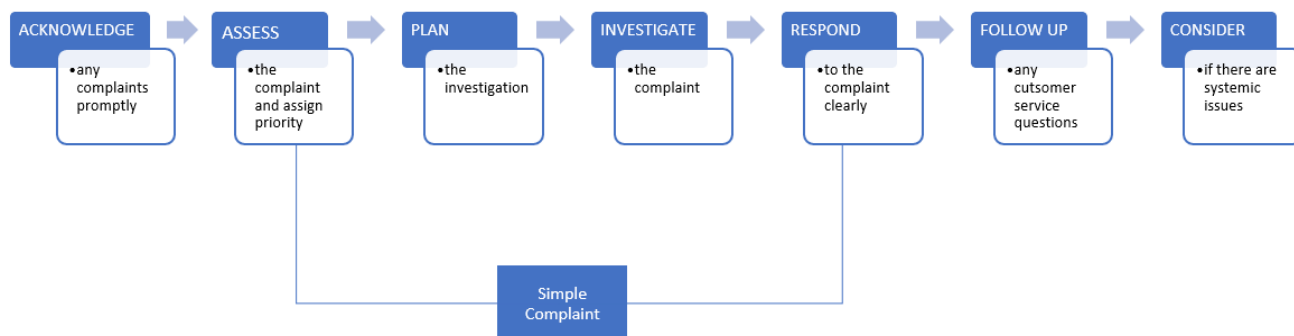
Some key indicators of Complaints versus Queries are listed below:

Complaint	Query
Statement of dissatisfaction from a customer about Amanda Energy's products, services, staff, or handling of a complaint.	A request for information about a product or service of Amanda Energy's that does not express dissatisfaction.
There is either an explicit or implicit expectation that Amanda Energy must respond to and/or resolve their issue (or indeed, should have responded to / resolved).	An actionable request.

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If the Amanda Energy staff member determines that the remark is a complaint, it shall be responded to per this Complaints Handling Procedure. If the Amanda Energy staff member is still unsure whether the remark should be considered a complaint or a query, they should directly ask the customer whether they wish for their remark to be handled as a complaint.

Amanda Energy will follow a seven-step process when dealing with complaints. This seven-step process follows the following outline:



Acknowledge:

The initial impression a complainant gets from a company is from how quickly their complaint is acknowledged. By acknowledging a complaint quickly, the complainant is reassured that their complaint has been heard and that it is receiving attention. This step must be carried out within 10 business days of receiving a complaint.

During the acknowledge step, Amanda Energy's staff will inform the customer of timeframes, the complaint handling process, possible outcomes and that the complainant has the ability to have the final decision reviewed by the Electricity Ombudsman. When acknowledging a complaint, the complainant will also be provided with a complaint identification number for future contact (refer Complaints Register for next available ID number).

Assess:

Amanda Energy expects that any complaints it receives will be from a wide variety of issues with differing importance, time constraints and relevant departments. This makes an assessment step early in the complaints handling process of high importance. By assessing the nature of the complaint early, Amanda Energy believes that we can deal with complaints in a timeframe that is more than satisfactory to all parties.

During the assess stage, Amanda Energy's staff will attach a level of importance (low, medium or high) and attach a general nature of the complaint (billing, customer service, etc.). They will also try to define and simplify the problem. The staff member that originally dealt with the customer should have the best understanding of the problem the complainant has.

Please note that simple and/or straightforward complaints can be moved straight to the respond step if the remedy is simple (such as an apology).

Plan:

Once the complaint has been assessed and passed to the correct department, a plan of action can be put together. This should include:

- What is to be investigated?
- The steps that must be taken to investigate the complaint.
- Where further information is required, where this must come from (complainant, other staff member etc.).
- An estimate of the time required to achieve a resolution.
- The resolution the complainant is seeking and whether this is realistic.

By establishing a plan of action, this gives staff a clear path to follow and an easy way to assess the progress of the handling procedure.

The investigation steps that were written down in this step do not have to be the final version. During the investigation stage, issues may arise, and staff should not be hesitant to replan the steps required to complete the investigation.

Investigate:

During the investigation step, staff not only aim to resolve the complaint but also provide an appropriate remedy. This will be achieved by following the steps outlined during the planning stage. As stated in the planning stage, staff should not be hesitant to return to the planning stage if issues arise and the plan must be changed.

To achieve greater satisfaction during the investigation stage, Amanda Energy believes that the investigation should be open and transparent. This allows the complainant to critique investigation steps and investigation findings where the information is incorrect or irrelevant.

By having a transparent and open investigation, Amanda Energy believes that this improves the investigations impartiality. Amanda Energy endeavours to approach each investigation with an open mind and weigh each of the facts involved objectively.

If the complaint cannot be resolved during the investigation, this information must be explained to the complainant. In this case thought should be put into alternative ways to resolve the complaint that all parties are in agreement with.

Respond:

Amanda Energy sets the maximum number of days between receipt of a complaint and first response at 20 business days. This response does not need to include a

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resolution, but it must inform the complainant of the status of the investigation. This initial response should address all concerns or grievances individually.

The final response should outline the steps taken in the investigation, the facts presented or uncovered (with evidence) and it should present the findings or decision reached. This response should be given in a format that can be easily understood by the complainant to make sure that they understand every step and finding.

If the complaint did not require an investigation and was jumped from the assess stage straight to the response stage, staff should try to provide as detailed an explanation as possible.

The following statement must be provided (in writing) in the response (20 Business Days) to the customer:

“The following is for your information:

In accordance with our complaints handling process, you have the right to have your complaint re-considered by a senior employee at Amanda Energy.

If you are unsatisfied with the outcome detailed in our response above, you may:

- Request from us the reasons for the outcome, which we will provide to you in writing if requested; and
- You have the right to raise your complaint with the Electricity Ombudsman [Freecall: 1800 754 004]”

Follow up:

The follow up step should be conducted in a phone call if possible and it should seek the complainant’s comments on how the issue was handled and whether the complainant has further queries.

If a complainant raises issues or concerns with the investigation or handling of the complaint, a review should be enacted by a senior member of staff who was not originally involved in the issue. This is due to issues of impartiality. When a complainant would like a review of the decision or findings, staff should request what exactly the complainant disagrees with or would like reviewed and for this to be put in writing.

The option of external review is also a possibility of the complainant, and the complainant should be reminded of their rights to seek review with the Energy Ombudsman. Amanda Energy is a member of the Energy Ombudsman Scheme and is bound to its decisions.

Consider:

A senior member of staff should complete this step of the complaint handling process. The consider step is where we look into possible administrative problems and where we can improve. This step is vital as identifying and fixing problems in the

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administrative processes at Amanda Energy ensures that they won't be repeated.

This step ties in with our Record Keeping step in that it allows staff to easily look for repeating issues.

Record Keeping:

It is important that we file and keep record of all complaints lodged. This allows us to consider previous complaints when assessing future complaints. Our complaints handling form contains all of the information required to perform our analysis.

Ensure you print, record and scan a copy of the completed Complaints Handling Form and send a copy to the Office Manager who will record it in our Complaints Register.

We will scan a copy of the complaints handling form and file it in our complaints folder on our internal company network. This folder is kept secure through passwords and restricted access.