

COMPLAINTS HANDLING PROCEDURE

Version 20230630

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 we are not responsible (i.e. power outages) then it should not be considered a complaint, and instead you will be directed to the responsible / applicable party.

Your complaint 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 to office@amandaenergy.com.au.

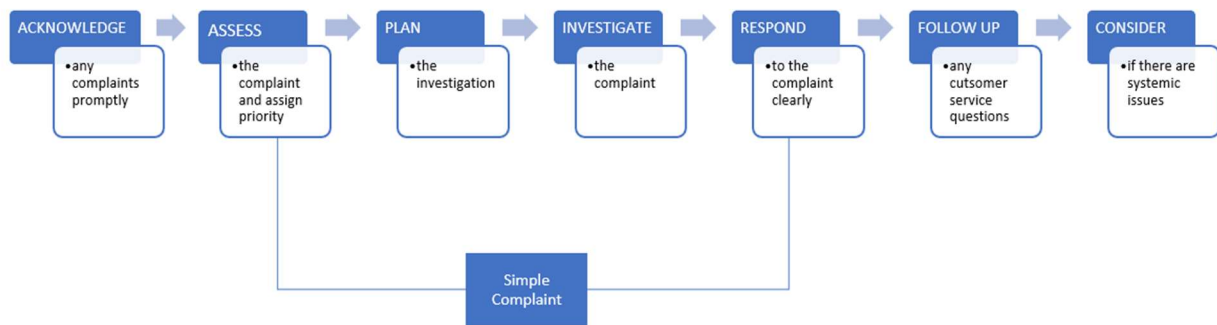
Alternatively, our staff may determine that a written or verbal remark from you should be treated as a complaint, even if you have not specifically stated you wish to make a complaint. In determining whether a remark should be treated as a complaint, our staff will refer to the ERA's published guide 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 our products, services, staff, or handling of a complaint.	A request for information about a product or service of ours that does not express dissatisfaction.
There is either an explicit or implicit expectation that we must respond to and/or resolve your issue (or indeed, should have responded to / resolved).	An actionable request.

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

Amanda Energy will follow a seven-step process when dealing with complaints:



Acknowledge:

We will acknowledge your complaint has been heard and that it is receiving attention within 10 business days of receiving your complaint and you will be provided with a complaint identification number for future contact.

We will inform you of timeframes, the complaint handling process, possible outcomes and that you can have the final decision reviewed by the Electricity Ombudsman.

Assess:

We expect that any complaints we receive 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, we believe that we can deal with complaints in a timeframe that is satisfactory to all parties.

During the assess stage, our 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.

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 you are 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 complaint 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, we believe that the investigation should be open and transparent. This allows you to critique investigation steps and investigation findings where the information is incorrect or irrelevant.

We believe that having a transparent and open investigation improves the investigations impartiality. We endeavour 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 will be explained to you. In this case thought should be put into alternative ways to resolve the complaint that all parties agree with.

Respond:

The maximum number of days between receipt of a complaint and our first response is 20 business days. This response does not need to include a resolution, but it must inform you 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 you to make sure that you 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 response will be in writing and will include 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 your comments on how the issue was handled and whether you have further queries.

If you raise issues or concerns with the investigation or handling of the complaint, a review may be done by a senior member of staff who was not originally involved in the issue. This is due to issues of impartiality. If you would like a review of the decision or findings, you must put it in writing and state exactly what you disagree with or would like reviewed.

You may also seek an external review by the Energy Ombudsman [Freecall: 1800 754 004]. Amanda Energy is a member of the Energy Ombudsman Scheme and is bound by its decisions.

Consider:

A senior member of staff will review the complaint and investigate possible administrative problems and where we can improve. This step is vital as identifying and fixing problems in the 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. The record will be stored in our Complaints Register, kept secure through passwords and restricted access.