



Appendix 13: Standard Complaints and Dispute Resolution Procedure

Standard complaints and dispute resolution procedure



Origin Energy is committed to:

- Recognising our customers and other interested parties have a right to raise a concern.
- Resolving any issues or problems customers, or others, may have with our products or services in an effective, respectful and professional manner.
- The continual improvement of the quality of our products and services; and
- Aspiring to exceeding the standards specified in the Australian Standard AS/NZS 10002:2014 'Quality Management – Customer satisfaction – Guidelines for Complaints Handling' and the conditions of licences under which we operate our business.

We will demonstrate this commitment by:

- Providing adequate resources, including appropriately trained, qualified and supervised personnel, to enable us to manage customer complaints efficiently and effectively through documented systems and work procedures.
 - Addressing each complaint in an equitable, objective and unbiased manner, with a view to a fair and reasonable outcome.
 - Providing an easily accessible complaints process for our customers and one in which our Customer Service Consultants ('Consultants') display respect and empathy.
 - Responding quickly to any complaints in a professional, courteous and fair manner, and aiming to resolve all concerns at the customer's initial contact.
 - Keeping customers informed on the progress of their complaint either by telephone or in writing until the matter is resolved.
 - Advising customers of their right to escalate complaints to more senior staff within Origin or, if the issue is still not resolved, to the Ombudsman (or other appropriate organisations), and by providing contact details where requested.
 - Respecting customers' privacy, and the need to keep personal information confidential.
 - Recording, monitoring and reviewing complaints in order to identify any trends, and taking appropriate steps to rectify potential problems.
 - Reviewing our complaints handling process regularly to ensure our systems meet customers' needs; and
- Being accountable for effective complaint handling, and taking those steps necessary to ensure continual business improvement.

Where a disagreement arises between Origin Energy and a customer, the Procedure outlined below shall apply. The steps involved in the Procedure are as follows:

- a. A customer should first telephone the Origin Energy Customer Contact Centre for electricity and natural gas on 13 24 61 or 13 24 62 for LPG. Consultants receiving these enquiries are trained in the effective handling of complaints and resolution of disputes.
- b. Alternatively, a customer may wish to address their complaint in writing. This correspondence should be addressed to:

Origin Energy
GPO Box 1199
Adelaide SA 5001
Facsimile: 1800 132 463
Email: enquiry@originenergy.com.au
- c. Origin Energy aims to resolve all written complaints promptly. All complaints will be acknowledged within five days of submission. The Consultant will then assess the expected time frame for resolution based on the complexity of the complaint. The Consultant will then provide the customer an expected timeframe for resolution.
- d. Our customer management system is used to log the nature of all complaints and customer feedback. This data is reviewed by appropriate personnel to identify trends and to highlight areas for improvement with our products and services.
- e. If a complaint remains unresolved on the first contact (whether by phone or in writing), or beyond what the customer considers a reasonable time frame, the customer can request to escalate the matter further by requesting an escalation to a Team Leader.
- f. Origin seeks to resolve any complaints directly but if the complaint continues to remain unresolved, the customer has the right to engage an external dispute resolution party as detailed below. Customers in NSW can contact their state Ombudsman at any time.

South Australia:

Energy and Water Ombudsman
(South Australia)

www.eiosa.com.au

Victoria:

Energy and Water Ombudsman
(Victoria)

www.ewov.com.au

New South Wales:

Energy and Water Ombudsman
(New South Wales)

www.ewon.com.au

Queensland:

Energy and Water Ombudsman
(Queensland)

www.ewoq.com.au

Western Australia:

Energy Ombudsman Western Australia

www.ombudsman.wa.gov.au/ewowa/index.htm

Tasmania

Energy Ombudsman Tasmania

www.energyombudsman.tas.gov.au/

Australian Capital Territory:

Australian Capital Territory Ombudsman – Australia

www.acat.act.gov.au/

Confidentiality

Origin Energy is committed to compliance with the laws that protect your personal information. During any complaint procedure, we will keep your personal information confidential and will not disclose it to third parties except as may be permitted or required under the Privacy Act. We will always maintain the confidentiality of your personal information. A copy of Origin Energy's Privacy Policy is also available on request and is published on our website.

For Interpreter service for languages other than English please call: 1300 137 427

Se avete bisogno di un interprete, per favore telefonate al numero riportato sopra

Αν χρειάζεστε διερμηνέα, παρακαλείστε να καλέσετε τον αριθμό που αναγράφεται

如果您需要傳譯言，請撥打以上電話號碼

Nếu bạn cần một thông dịch viên, xin vui lòng gọi số điện thoại trên

Si necesita un intérprete, llame al número arriba