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Please note that the following Annexure is confidential and does not form part of the public component of our application.



Discover Energy Pty Ltd

Complaints Policy

Approval Date: 13 June 2019

Approved For Internal Use By: CEO

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1. Introduction

- 1.1 This document sets out Discover Energy Pty Ltd ’s policy with respect to accepting, recording, and resolving complaints.
- 1.2 Discover Energy is committed to freely receiving and resolving complaints in an accessible and transparent way.
- 1.3 Discover Energy, through this document, makes the commitment to continual quality improvement by taking into consideration the data provided by the implementation of an effective complaints management system.

2. Definition of a Complaint

- 2.1 A complaint is an expression of dissatisfaction and it can be received:
 - a. On the basis of products and/or services provided by us or our agents, contractors and other representatives; or
 - b. Due to perceived inadequacies in the complaints handling process itself.

- 2.2 Discover Energy will consider all complaints to be opportunities to improve and they will be freely received by telephone, in writing (for example, letter, email, facsimile), in person, Internet review sites or via social media channels.
- 2.3 Specifically, a complaint is where a customer expresses dissatisfaction and seeks a response or resolution regarding the conduct, action, proposed action, or failure to act by Discover Energy, its employees, agents, contractors or other representatives.
- 2.4 Complaints also include:
 - a. Failure by Discover Energy to observe its published or agreed practices or procedures;
 - b. Failure in respect of a product or service offered or provided by Discover Energy or its representatives;
 - c. Where a customer threatens to involve, or sought information about possibly involving, a third party such as the jurisdictional energy ombudsman or Member of Parliament; or
 - d. Where a complaint is directed to Discover Energy on behalf of the customer by an energy ombudsman scheme.
- 2.5 Where a complaint relates to more than a single aspect of Discover Energy's services or products, a separate complaint will be recorded for each component.

3. Complaints Management

The guiding principles for Discover Energy's complaints management program are contained in AS ISO 10002:2006.

4. Promoting our Complaints Management Program

- 4.1 Discover Energy will publish The Complaints Policy on its website and will be actively brought to the attention of customers.
- 4.2 Discover Energy is committed to promoting and ensuring visibility of our complaints management program. To help us achieve this, we will:
 - a. Make this policy available free of charge;

- b. Arrange for an interpreter (free of charge) where required to both interpret the policy and facilitate the resolution of complaints;
- c. Make special arrangements for those with a disability, ensuring that they and their advocates have access to this policy and are aided in the resolution of their complaint. The policy and other documentation will also be available in large print Braille or audiotape on request (free of charge); and
- d. Make sure that all relevant staff have training in the resolution of complaints and in the use of, and access to, resources for cross-cultural communication and communication with customers with special needs.

5. Responsiveness

- 5.1 Once a complaint has been received, a representative from Discover Energy will immediately acknowledge the complaint and prioritise it for resolution.
- 5.2 Higher priority will be given to those complaints where there is a perceived financial hardship, disconnection of energy supply and matters relating to health and safety.
- 5.3 In all instances, Discover Energy will adopt the following steps:
 - a. Freely accept complaints lodged on our website, in person, by telephone, facsimile, email or letter or social media or Internet review pages;
 - b. Acknowledge any complaint received as soon as possible;
 - c. Begin an investigation into the reasons for a complaint within 24 hours of acknowledgment;
 - d. Keep the complainant updated about the investigation and any proposed resolution;
 - e. Notify the complainant as soon as possible of the outcome of our investigation and any proposal we have for resolution; and
 - f. Provide the complainant with the option of an internal review of their complaint if they are unsatisfied with the outcome of the investigation or the proposed resolution.

6. Responsibilities

- 6.1 All staff are required to comply with this policy as well as the Retail Law and Retail Rules and any Guidelines published by the AER or AEMO.
- 6.2 Complaints can be made to any Discover Energy employee or contractor. That employee or contractor is then required to report any complaint received to the Customer Service Manager.
- 6.3 All employment contracts will stipulate that employees have an obligation to comply and report on any suspected compliance breaches.
- 6.4 Discover Energy will ensure that the management of complaints is not hindered by a lack of resources.
- 6.5 It will also ensure that adequate programs are in place to train staff in the resolution of complaints and the implementation of this policy.
- 6.6 Top-level management of Discover Energy is responsible for:
 - a. Establishing the complaints management program;
 - b. Establishing and implementing the process of complaints management;
 - c. Allocating resources to ensure compliance with obligations under applicable laws and this policy;
 - d. Promoting and advocating for a customer centric approach in the company as a whole and in the resolution of complaints;
 - e. Reporting to the board on the management of complaints, including the number and nature of complaints received;
 - f. Continually reviewing the effectiveness of the complaints management program including the processes in place to give effect to the program; and
 - g. Establishing an adequate training program to ensure all relevant staff, agents, contractors and other representatives comply with this policy.

7. The Discover Energy Board:

- 7.1 Takes overall responsibility for the implementation of the complaints management program.
- 7.2 Must ensure that quality improvements are made based on areas identified by genuine complaints.

8. Recording complaints

- 8.1 As soon as complaints are received they must be recorded on Discover Energy's customer management system.
- 8.2 The complaint must be recorded on the complaints form set out in Schedule 1.
- 8.3 Complaints will be recorded with all relevant information provided and a unique identifier.
- 8.4 Each recording will include:
 - a. The date of the complaint;
 - b. A description of the complaint;
 - c. The resolution requested by the complainant;
 - d. The expected date for a response or resolution; and
 - e. The established priority of the complaint.
- 8.5 More than one complaint can be made per customer/call. For example, if a customer makes a billing complaint and then makes a marketing complaint during the same call then two complaints should be recorded.
- 8.6 Each individual customer contact that is a complaint should be recorded and categorised as a complaint, irrespective of the number of times the caller has made contact with Discover Energy on an issue.
- 8.7 Complaints will be tracked, from the time that they are received through to their resolution.
- 8.8 A complaint report is to be completed in accordance with the complaint report set out in Schedule 2.
- 8.9 In tracking the resolution of complaints, Discover Energy will make sure that response deadlines are kept and the complaint is efficiently resolved.
- 8.10 Throughout the process, the customer will be kept informed and updated on a regular basis.

9. Monitoring and Improving

- 9.1 Complaints will be tracked at an individual and group level.
- 9.2 Discover Energy will maintain a complaints register in accordance with the Complaints Register set out in Schedule 3.

9.3 Any systemic issues identified will be brought to the attention of the Compliance Committee and Board during their monthly meetings.

9.4 Discover Energy's board will direct top-level management to address systemic issues identified during a complaints process.

10. A customer's right to complain

10.1 Customers have a right to lodge a complaint at any time.

10.2 Once a complaint is received, it will be dealt with in accordance with this Policy.

11. Internal and external escalation

11.1 At any time, a customer may request an internal escalation of their complaint and such a request will be granted.

11.2 Complaints will also be escalated where they are complex, urgent, sensitive or high risk.

11.3 At the time that the complaint is received, customers will be immediately informed that they have the right to escalate if they are dissatisfied with the process being followed.

11.4 Individual staff who manage complaints will be required to review the complexity, urgency and sensitivity of any complaint received and seek assistance from a supervisor or specialist where required.

11.5 If a customer is not satisfied with Discover Energy's response to their complaint they will be informed of their ability to contact the Energy Ombudsman in their State.

11.6 Discover Energy will provide the contact details for Energy Ombudsman schemes on request and will seek to assist any complainant in lodging a complaint with an Energy Ombudsman Scheme on request.

12. Our commitment to customers

12.1 In all instances, we will:

- a. Treat customers with respect;
- b. Take any complaints seriously;
- c. Respect our customer's privacy;

- d. Manage complaints with impartiality;
- e. Properly investigate and report on complaints;
- f. Resolve complaints with proper consideration to the facts of each complaint and on the basis of the merits of each complaint;
- g. Provide customers with the option of internal escalation or a referral to an energy ombudsman scheme where requested or appropriate; and
- h. Ensure equitable access to our complaints management program and equitable resolutions.

12.2 Our customers have rights under various laws including the *Competition and Consumer Act 2010* (Cth) and under applicable Energy Law. We will ensure that we respect those rights.

13. Contact us to lodge a complaint

Customers may contact us at any time to lodge a complaint using the following contact details:

By Post: PO Box 709, Park Ridge, QLD 4125

Phone: 1300 838 099

Interpreter: 131 450 - For help using an interpreter visit [TIS](#)

NRS: 133 677 - For help using this service visit [NRS](#)

Email: customerservice@discoverenergy.com.au

14. Dispute resolution procedure

When a dispute arises between Discover Energy and a customer the procedure contained in this clause shall apply.

- a. A customer should initially make contact with Discover Energy first by telephone on 1300 838 099. Customer service representatives (CSR) who receive these enquiries are trained in the effective handling of complaints and resolution of disputes.
- b. A customer may also elect to address their complaint in writing sent to:

Discover Energy
PO Box 709, Park Ridge
QLD 4125
Or email to customerservice@discoverenergy.com.au

- c. Discover Energy is committed to resolving all written complaints promptly. All complaints will be acknowledged within 5 business days of submission. The CSR will make an assessment as to the initial time frame for resolution of the dispute based on the complexity of the complaint. The CSR will provide the customer with an anticipated time frame for resolution.
- d. Discover Energy has a data management system which keeps a record of complaints. This system is reviewed by the Call Centre Manager to identify trends and highlight areas for improvement with our products and services.
- e. If the complaint remains unresolved after the first contact (whether by phone or in writing), or beyond what was the anticipated time frame provided to the customer for resolution, the customer can request an escalation of the complaint to the Call Centre Manager.
- f. If the complaint is still not resolved to the satisfaction of the customer, the customer has the right to refer the dispute to the relevant Energy Ombudsman in their state. Contact details for the Energy Ombudsman Schemes are contained in Section 15 below.

15. Contact details for the Energy Ombudsman Schemes

On request, customers must be provided with the contact details of their Energy Ombudsman.

ENERGY AND WATER OMBUDSMAN OF NEW SOUTH WALES

By Post: PO Box 1343, Haymarket NSW 1240

Freepost: Reply Paid 86550, Sydney South NSW 1234.

Free call: 1800 246 545

Free fax: 1800 812 291

Online: <https://www.ewon.com.au/page/contact-us>

Interpreter: 131 450 - For help using an interpreter visit [TIS](#)

National Relay Service: 133 677 - For help using this service visit [NRS](#)

Email: omb@ewon.com.au

In Person: Level 11, 133 Castlereagh Street, Sydney. Please ring beforehand to make an appointment.

ENERGY AND WATER OMBUDSMAN QUEENSLAND

Freecall: 1800 662 837

Translation services: 131 450 - For help using an interpreter visit [TIS](#)

National Relay Service: 133 677 - For help using this service visit [NRS](#)

Fax: (07) 3006 2670

Online: <http://www.ewoq.com.au/submit-a-complaint>

Email: complaints@ewoq.com.au or info@ewoq.com.au

In person: Level 16/53 Albert Street, Brisbane City QLD 4000

16. Version Control

Version	Amendment	Author and date
Version 1	Draft review.	CJ and AJB 27.05.17
Version 2	Draft review.	CJ and AJB 6.06.17
Version 3	Amended 6 Responsibilities	AW 25.07.17
Version 4	Inserted amendments suggested by Shared safety and risk	AW 20.08.17
Version 5		DE 13.06.19



Schedule 1 Complaints Form

DISCOVER ENERGY COMPLAINTS FORM

DATE	CUSTOMER REFERENCE	DESCRIPTION OF THE COMPLAINT	RESOLUTION REQUESTED BY CUSTOMER	RESPONSE ETA	PRIORITY

Schedule 2 Complaint Report

Discover Energy Customer Complaint Report

CSR No.	Customer name	
Date:	[Date]	Address
Status of call	City, ST Post Code	
Instructions from	On	[Date]
Nature of Complaint		
Complaint reported		
Breach notification required	<input type="radio"/> No	<input type="radio"/> Yes
Details of notification		

System down? No Yes **Life Support Customer** No Yes

Response time advised **Was response provided within quoted response time?** No Yes

Date | time [Date | time]

Notes

Resolution Details

Resolution provided to customer:

Customers response:

Further action required

No Yes

Details of what further action has been taken:

Ombudsman contact details provided:

No Yes

Details of any action taken by Ombudsman:

Details of response to Ombudsman

Was the problem unique to the customer or systems related?

Summary of outcome of complaint

EVENTS | Date | time [Date | time] Start of service [Date | time] | End of service [Date | time]

Customer Feedback

Remarks

Name

Designation

Phone

Email

Signature

Date

Office:



Schedule 3 Complaints Register

	A	B	C	D	E	F	G	H	I	J	K	
1	Discover Energy Complaints Register											
2	Customer #	Date	Complaint Type	Customer Name	Resolution	Response Time	Regulator notification	Ombudsman action	Further action required	System Improvement Matter		
3	1001											
4	1002											
5	1003											
6	1004											
7	1005											
8	1006											
9	Total											
10												
11												