



Complaints and Dispute Resolution Policy

Date of Publication: <post authorisation>

Document Number: REPOL-002.Apr2018



Document Approval

Rev	Date	Details	Prepared by	Reviewed by	Approved by
0	19/02/2018	Draft Review	Connor James, Compliance Quarter	C. Allison	C. Murray
1	12/04/2018	Change of CEO	A. Hudson	C. Allison	C. Ricato



Contents

1.	Introduction	1
2.	Definition of Complaint	1
3.	Complaints Management	1
4.	Accessibility	2
5.	Responsiveness	2
6.	Responsibilities	2
7.	The ReNu Energy Board	3
8.	Recording complaints	3
9.	Monitoring and improving	4
10.	A customer's right to complain	4
11.	Internal and external escalation	4
12.	Our commitment to customers	5
13.	Complaints management process	5
14.	Contact details for Energy Ombudsman Schemes	7
15.	Customer privacy	8
16.	Policy updates	8
	Schedule 1 – Standard Complaints and Dispute Resolution Procedure	9
	Schedule 2 - Complaints Form	11
	Schedule 3 - Complaint Report	12
	Schedule 4 - Complaints Register	14



1. Introduction

- 1.1 This document sets out ReNu Energy Limited and its subsidiaries (ReNu Energy, we or us) policy with respect to accepting, recording, and resolving complaints.
- 1.2 ReNu Energy is committed to freely receiving and resolving complaints in an accessible and transparent way.
- 1.3 ReNu 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 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 ReNu Energy will consider all complaints to be opportunities to improve and they will be freely received by telephone or in writing (for example, letter, email, facsimile).
- 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 ReNu Energy, its employees, agents, contractors or other representatives.
- 2.4 Complaints also include:
 - a. Failure by ReNu Energy to observe its published or agreed practices or procedures;
 - b. Failure in respect of a product or service offered or provided by ReNu Energy or its representatives;
 - c. Where a customer threatens to involve, or seek information about possibly involving, a third party such as the jurisdictional energy Ombudsman or Member of Parliament; and
 - d. Where a complaint is directed to ReNu Energy on behalf of the customer by an energy Ombudsman scheme.
- 2.5 Where a complaint relates to more than a single aspect of ReNu Energy's services or products, a separate complaint will be recorded for each component.

3. Complaints Management

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



4. Accessibility

- 4.1 We will actively bring this policy to the attention of customers.
- 4.2 ReNu Energy is committed to promoting and ensuring visibility of our complaints management program. To help us do 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 (free of charge) and are aided in the resolution of their complaint.
 - 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.
 - e. Publish the Complaints and Dispute Resolution Procedure (set out in Schedule 1 on our website (www.renuenergy.com.au) and send to customers on request. It is intended as a clear and concise guide to our standard complaints and dispute resolution procedure.

5. Responsiveness

- 5.1 We will promptly acknowledge receipt of complaints.
- 5.2 We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. 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. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.
- 5.3 In all instances, ReNu Energy will:
 - a. Freely accept complaints lodged by telephone or in writing;
 - 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 All staff have a responsibility to assist people who wish to make complaints access the ReNu Energy complaints process.
- 6.3 All staff managing complaints are empowered to implement our complaint management system as relevant to their role and responsibilities.
- 6.4 ReNu Energy will ensure that the management of complaints is not hindered by a lack of resources.
- 6.5 ReNu Energy will 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 ReNu 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 ReNu Energy Board

The ReNu Energy Board:

- a. Takes overall responsibility for the implementation of the complaints management program; and
- b. 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 ReNu Energy's customer management system.
- 8.2 The complaint must be recorded on the complaints form set out in Schedule 2.
- 8.3 Complaints will be recorded with all relevant information provided and a unique identifier.
- 8.4 Each recording will include:
 - a. The resolution requested by the complainant;
 - b. The date of the complaint;



- c. A description of the complaint;
 - 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 ReNu Energy on an issue.
- 8.7 Complaints will be tracked, from the time that they are received through to the resolution.
- 8.8 A complaint report is to be completed in accordance with the complaint report set out in Schedule 3.
- 8.9 In tracking the resolution of complaints, ReNu 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 ReNu Energy will maintain a complaints register in the form set out in Schedule 4.
- 9.3 Any systemic issues identified will be brought to the attention of the Audit & Risk Management Committee and Board during their routine meetings.
- 9.4 ReNu Energy's Board will direct the Chief Executive Officer 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, or sensitive.
- 11.3 Customers will be informed of the review options available to them 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 advises that they are not satisfied with ReNu Energy's response to their complaint they will be informed of their ability to contact the energy Ombudsman in their State.
- 11.6 ReNu 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.
- 11.7 Customers can also request that their complaint be referred for mediation to the Resolution Institute, Australia, or any successor body. If this occurs then both the customer and ReNu Energy must agree to abide by the mediation rules of the Resolution Institute, or successor body.

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, and the need to keep personal information confidential.
 - d. Ensure equitable access to our complaints management program.
 - e. Respond quickly to any complaints in a professional, courteous and fair manner.
 - f. Address each complaint in an equitable, objective and unbiased manner, with a view to a fair and reasonable outcome.
 - g. Properly investigate and report on complaints.
 - h. Endeavour to resolve all concerns at the customer's initial contact.
 - i. Provide clear and informative responses to complaints.
 - j. Advise customers of their right to escalate complaints to more senior staff within ReNu Energy, or if the issue is still not resolved, to the energy Ombudsman in the state or territory in which the customer is located and provide contact details where requested.
 - k. Record, monitor and review complaints in order to identify any trends, and take appropriate steps to rectify potential problems.
- 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.
- 12.3 We will provide adequate resources, including appropriately trained and qualified personnel, to enable us to manage customer complaints efficiently and effectively.

13. Complaints management process

When a dispute arises between ReNu Energy and a customer the following will apply:

- a. Customers may contact us at any time to lodge a complaint by:
 - Phone: 1300 038 069
 - Post: ReNu Energy, PO Box 2046, Milton Qld 4064
 - Email: service@renuenergy.com.au



Fax: +61 7 3721 7599

Interpreter: call TIS National on 131 450

National Relay Service: 133 677

- b. ReNu Energy is committed to resolving all written complaints promptly. All complaints will be acknowledged within five business days of receipt. 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.
- c. ReNu Energy has a data management system which keeps a record of complaints. This system is reviewed by the Call Centre Supervisor to identify trends and highlight areas for improvement with products and services.
- d. 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 Business Manager.
- e. 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 if applicable. Contact details for the energy Ombudsman schemes are outlined below in section 15.
- f. Customers can also request that their complaint be referred for mediation to the Resolution Institute, Australia, or any successor body. If this occurs then both the customer and ReNu Energy must agree to abide by the mediation rules of the Resolution Institute, or successor body.

14. Contact details for Energy Ombudsman Schemes

On request, customers must be provided with the contact details of the energy Ombudsman in their state or territory.

New South Wales

Energy and Water Ombudsman of New South Wales
NSW Mail: Replied Paid 86550, Sydney South NSW 1234
Phone: 1800 246 545
Fax: 1800 812 291
Email: complaints@ewon.com.au
Web: www.ewon.com.au

Queensland

Energy and Water Ombudsman Queensland
Mail: PO 3640, South Brisbane BC, QLD 4101
Phone: 1800 662 837
Fax: (07) 3087 9477
Email: complaints@ewoq.com.au or info@ewoq.com.au
Web: www.ewoq.com.au

South Australia

Energy Industry Ombudsman SA
Mail: GPO Box 2947, Adelaide SA 5001
Phone: 1800 665 565
Fax: 1800 665 165
Email: contact@ewosa.com.au
Web: www.ewosa.com.au

Victoria

Energy and Water Ombudsman Victoria
Mail: Reply Paid 469, Melbourne VIC 8060
Phone: 1800 500 509
Fax: 1800 500 549
Email: ewovinfo@ewov.com.au
Web: www.ewov.com.au



15. Customer privacy

ReNu Energy respects our customers' right to privacy and confidentiality throughout the complaints and disputes resolution procedure. All personal information is treated by ReNu Energy in a way that is consistent with its obligations under the Privacy Act 1988 (Cth). We will always maintain the privacy of personal information as required by law. A copy of ReNu Energy's Privacy Policy is available on request and is published on our website.

16. Policy updates

Please note that this policy may be updated from time to time to keep abreast of regulatory changes or common practice.

The version reference and date issued is noted on the front page and in the page footer.

When amendments occur, the entire document will be reissued with the version reference updated accordingly. ReNu Energy will advise key stakeholders of any periodic updates.



Schedule 1 – Standard Complaints and Dispute Resolution Procedure

ReNu Energy Limited and its subsidiaries (together, ReNu Energy, we or us) strive to provide an easy and efficient service to you, but sometimes we may not deliver this service as satisfactorily as you would have liked. Where this happens we welcome your feedback to improve our service to you.

If you're unhappy with the services offered by ReNu Energy, contact us and we'll address your concerns promptly and fairly. We will make reasonable endeavours to resolve the dispute.

ReNu Energy's commitment

ReNu Energy's commitment to you covers the following aspects:

- We recognise our customers have a right to make a complaint at any time.
- We will resolve any issues customers may have with our products or services in an effective, respectful and professional manner.
- We strive for the continual improvement of the quality of our products and services.

To demonstrate this commitment, we will:

- Treat customers with respect.
- Take any complaints seriously.
- Respect our customer's privacy, and the need to keep personal information confidential.
- Ensure equitable access to our complaints management program.
- Respond quickly to any complaints in a professional, courteous and fair manner.
- Address each complaint in an equitable, objective and unbiased manner, with a view to a fair and reasonable outcome.
- Properly investigate and report on complaints.
- Endeavour to resolve all concerns at the customer's initial contact.
- Provide clear and informative responses to complaints.
- Advise customers of their right to escalate complaints to more senior staff within ReNu Energy, or if the issue is still not resolved, to the energy Ombudsman in the state or territory in which the customer is located and provide contact details where requested.
- Record, monitor and review complaints in order to identify any trends, and take appropriate steps to rectify potential problems.
- Provide adequate resources, including appropriately trained and qualified personnel, to enable us to manage your complaints efficiently and effectively.

Procedure to lodge a complaint

Please abide by the following procedures to ensure your complaint is handled effectively.

If you would like to lodge a complaint with ReNu Energy, please contact us on **1300 038 069**.

Team members receiving these enquiries are trained in the effective handling and resolution of disputes.



If you need an interpreter, call TIS National on **131 450**. To access National Relay Service, call **133 677**.

Alternatively, you can submit your complaint in writing by:

Post: ReNu Energy, PO Box 2046, Milton Qld 4064

Email: service@renuenergy.com.au

Fax: +61 7 3721 7599

ReNu Energy aims to resolve all written complaints promptly. All complaints will be acknowledged within five business days of receipt together with an estimation of the time frame for resolving the complaint based on its complexity.

If a complaint remains unresolved on the first contact (whether by phone or in writing), or beyond what you consider is a reasonable time frame you may request that it be escalated to our Business Manager.

Escalation of complaints

ReNu Energy seeks to resolve any complaints directly but if you are not satisfied with our response, you may be entitled to refer the complaint or dispute to the energy Ombudsman in your state or territory. The contact number and website for the energy ombudsman in your state or territory is as follows:

Energy and Water Ombudsman NSW	1800 246 545	www.ewon.com.au
Energy and Water Ombudsman Queensland	1800 662 837	www.ewoq.com.au
Energy and Water Ombudsman SA	1800 665 565	www.eiosa.com.au
Energy and Water Ombudsman Victoria	1800 500 509	www.ewov.com.au

You can also request that it be referred for mediation to the Resolution Institute, Australia, or any successor body. If this occurs then both you and ReNu Energy must agree to abide by the mediation rules of the Resolution Institute, or successor body.

Customer privacy

ReNu Energy respects your right to privacy and confidentiality throughout the complaints and disputes resolution procedure. All personal information is treated by ReNu Energy in a way that is consistent with its obligations under the Privacy Act 1988 (Cth). We will always maintain the privacy of your personal information as required by law. A copy of ReNu Energy's Privacy Policy is available on request and is published on our website.

Policy updates

Please note that this Procedure may be updated from time to time to keep abreast of regulatory changes or common practice. All changes will be published on the ReNu Energy website.



Schedule 2 - Complaints Form

ReNu Energy Complaints Form

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



Schedule 3 - Complaint Report

ReNu 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 No 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: Yes No



Schedule 4 - Complaints Register

ReNu Energy Complaints Register

Customer #	Date	Complaint type	Customer name	Resolution	Response time	Regulator notification	Ombudsman action	Further action required	System improvement matter
1001									
1002									
1003									
1004									
1005									
1006									
Total									