

Customer Code Independent Complaint Process

COMPLAINTS

If you are not satisfied with the actions of a Customer Code Signatory, you can submit a complaint to the [Administrator](#) after you have unsuccessfully attempted to resolve the matter directly with the Signatory.

A complaint may include any matter where the Signatory is not meeting its Customer Code Commitments or with the Signatory's own complaints handling procedure.

We will:

- ✓ Acknowledge your complaint as soon as possible and tell you when we expect to be able to respond to your complaint. We aim to provide you with a response to your complaint within 10 business days of receipt of your complaint. If not completed, we will advise you before 15 business days have passed and provide an update of progress.
- ✓ Record your complaint in a Complaints Register and promptly raise the issues with the Signatory.
- ✓ Manage your complaint in a fair, timely and transparent way.
- ✓ Provide you with contact details for escalation options including any external dispute resolution (Ombudsman) scheme, the State Consumer Affairs or Fair Trading body if you are dissatisfied with our response to your complaint.
- ✓ Maintain appropriate record keeping of complaints and their outcomes and steps that we take to minimise similar complaints in the future.

OUR ROLE IN MANAGING COMPLAINTS

If the complaint is a breach of the Customer Code, the Administrator can require a Signatory to:

- ✓ Rectify the issues that gave rise to the complaint if it does not meet their Customer Code commitments.
- ✓ Advise any retail energy partner(s) who may be affected by the complaint.
- ✓ Train staff to minimise the chance of repeated conduct.
- ✓ Undertake an assessment and accreditation process of third party sales agents.

If the Administrator requires a Signatory to undertake remedial action, the Administrator must follow up on the Signatory's compliance with that requirement.

If the Administrator considers that a Signatory is repeatedly not meeting the Code Commitments, the Administrator may refer the matter to the Independent Person for consideration of whether they remain a Customer Code signatory. For example, the Administrator may do this if the Signatory fails to undertake remedial action as required by the Administrator, without reasonable justification.

If the Administrator identifies an issue that may constitute a serious or systemic breach, the Administrator will refer this issue to the Customer Code Council and include it in the Annual Customer Code Report to stakeholders.

The Administrator will consider if learnings can be shared for overall improvement.

The Independent Person is responsible for:

- ✓ Working independently to achieve positive outcomes for customers.
- ✓ Reviewing decisions made by the Administrator that require remedial action.
- ✓ Reviewing decisions made by the Administrator that impact a Signatory becoming or remaining a signatory of the Customer Code.
- ✓ Deciding whether a Signatory remains a Customer Code signatory, as referred by the Administrator.
- ✓ Recommending any systemic improvements that may assist other Signatories.