



# **Standard Complaints & Dispute Resolution Policy & Procedure**

**PowerHub Pty Ltd**

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## 1. Objective

The objective of this Standard Complaints & Dispute Resolution Policy & Procedure (Policy) is to embed within PowerHub an effective and efficient complaints management process that is aligned with the organisation's business values, core vision and strategic objectives.

This Policy & Procedure:

- reflects a focus on customer experience and expectations, in addition to consumer rights;
- sets the standards expected of PowerHub employees for identifying, receiving and resolving complaints from customers or prospective customers;
- has been developed to be consistent with Australian Standard AS ISO 10002 Guidelines for complaint management in organizations; and
- forms part of PowerHub's Compliance Management System and Compliance Plan, which in turn are components of PowerHub's broader Governance, Risk and Compliance (GRC) framework.

## 2. Policy

PowerHub recognises the rights of our customers and potential customers to raise a concern or a complaint. PowerHub is committed to providing a dispute resolution system that enables complaints to be reported and case managed efficiently and effectively through documented procedures.

When dealing with complaints, Powerhub will not discriminate against a person as a result of that person raising a complaint. PowerHub's employee will:

- recognise the customer's right to raise a complaint;
- initiate the process to resolve the complaint;
- display respect and empathy at all times;
- take ownership of the problem;
- identify the customer's preferred method of communication (i.e. phone, email, or post) for progress reporting; and
- advise about the customer's right to escalate the complaint at a higher level within PowerHub, or through the state Ombudsman scheme, should the customer not be satisfied with the outcome of the complaint resolution.

### ***Application***

This Policy applies to all PowerHub employees and all individuals who wish to make a complaint relating to PowerHub. For the purposes of this Policy, employees includes any individual who works for or on behalf of PowerHub.

### ***Accountability***

PowerHub employees who receive and handle complaints are accountable to Executive Management for the effective and efficient management of complaints and disputes in accordance with this Policy.

Employees will ensure effective tracking of complaints received, findings and resolutions, recurrent issues (i.e. trends) and/or systemic problems, and possible causes.

Employees will immediately notify their manager or the Executive Director Operations of any significant complaints.

Executive Management is accountable to the Board of Directors, and will:

- immediately address any significant complaints;
- review relevant complaint management reporting;
- promptly address systemic problems and recurrent issues;
- ensure adequate resources are available to effectively and efficiently implement this Policy;
- report to the Board of Directors regarding complaints management and dispute resolution as appropriate; and
- undertake an annual review of this Policy to ensure it is delivering effective outcomes.

### ***Visibility***

Powerhub informs its customers of its complaint management process by providing access to a copy of this Policy when customers sign-up to PowerHub. This Policy is also made publically available on the PowerHub website.

Employees who manage complaints will be adequately trained and have a thorough understanding of the complaints management and dispute resolution process , so as to enable them to convey timely and relevant information upon request.

### ***Responsiveness***

PowerHub acknowledges the importance of keeping the customer informed throughout the complaint handling process. PowerHub employees will:

- record the details of a complaint;
- acknowledge the receipt of the complaint;
- endeavor to resolve the complaint upon initial contact if possible, or else within a reasonable timeframe (for more complex issues, Powerhub will agree to a date for resolution with the customer);
- keep the customer informed about the progress of the complaint resolution process via the customer's preferred method of communication; and
- notify the customer of the outcome of the complaint process, and of the reasons for the decision regarding the outcome via the customer's preferred method of communication.

### ***Objectivity***

PowerHub will recognise and acknowledge each complaint and address it in an equitable, objective, transparent and unbiased manner, with a view to a fair and reasonable outcome.

### ***Charges***

Powerhub will not charge costumers any fee associated with managing or resolving complaints.

### ***Energy Supply Continuity***

During the time in which a complaint or dispute is unresolved or under review by PowerHub or through the relevant state Ombudsman scheme, PowerHub will not initiate any energy supply disconnection procedure.

### ***Confidentiality***

PowerHub is committed to maintaining the confidentiality of personal information under its privacy policy and will not disclose it to third parties unless required to do so under relevant privacy legislation.

### ***Continual improvement***

PowerHub will implement a complaints tracking system to enable it to identify, analyse and address any systemic or recurrent problems. PowerHub will also undertake root cause analysis of complaints to identify potential improvements to its plans, policies, processes and systems.

This Policy is to be reviewed annually by Executive Management to ensure it is delivering effective outcomes.

## **3. Making a Complaint**

### **3.1 First step**

Customers or prospective customers may lodge a complaint directly with PowerHub through the following channels:

- Telephone: 1300 196 673
- Monday to Friday: 8:30am to 6:00pm
- Email: [support@powerhub.net.au](mailto:support@powerhub.net.au)
- Website: [www.powerhub.net.au](http://www.powerhub.net.au)
- Mail: PowerHub, PO Box 110, Spring Hill QLD 4000

### **3.2 Estimated bill dispute**

If the dispute is in relation to an estimated bill and, before the due date for payment, the customer requests an adjusted bill based on the customer's reading of their meter ("customer read estimate") but PowerHub does not accept the customer's reading because the customer has not followed PowerHub's guidance or requirements, the customer may attempt to rectify their meter reading before the due date for payment of the bill by following the steps at <https://powerhub.net.au/read-your-meter>.

### **3.3 Complaint escalation**

If a complaint remains unresolved on the first contact, or beyond a time period that the customer considers reasonable, or the customer is not satisfied with PowerHub's decision in respect of the complaint, the customer can request escalation of the matter to a senior manager via any of the communication channels noted above.

### **3.4 External dispute resolution**

PowerHub seeks to resolve all complaints directly with the customer in a quick, fair and respectful way. However, if a matter is not resolved to a customer's satisfaction, the customer may need to be referred to an independent umpire. If a customer is not satisfied with the result of a complaint

enquiry, PowerHub will provide to the customer a referral to an external dispute resolution service or, where applicable, the customer can contact the relevant state ombudsman as detailed below.

### **Queensland**

Energy and Water Ombudsman Queensland  
Web site: [www.ewoq.com.au](http://www.ewoq.com.au)  
Phone: 1800 662 837  
Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)  
Mail: PO Box 3640, South Brisbane BC QLD 4101

### **New South Wales**

Energy & Water Ombudsman NSW  
Website: [www.ewon.com.au](http://www.ewon.com.au)  
Phone: 1800 246 545  
Email: [complaints@ewon.com.au](mailto:complaints@ewon.com.au)  
Mail: Reply Paid 86550, Sydney South NSW 1234

### **Tasmania**

Energy Ombudsman Tasmania  
Website: [www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au)  
Email: [energy.ombudsman@ombudsman.tas.gov.au](mailto:energy.ombudsman@ombudsman.tas.gov.au)  
Phone: 1800 001 170  
Mail: GPO Box 960, Hobart TAS 7001

### **South Australia**

Energy & Water Ombudsman SA  
Website: [www.ewosa.com.au](http://www.ewosa.com.au)  
Phone: 1800 665 565  
Mail: GPO Box 2947, Adelaide SA 5001

### **Victoria**

Energy and Water Ombudsman (Victoria)  
Website: [www.ewov.com.au](http://www.ewov.com.au)

### **Australian Capital Territory**

ACT Civil and Administrative Tribunal  
Website: [www.acat.act.gov.au](http://www.acat.act.gov.au)

## **4. Language Assistance**

For interpreter services for languages other than English please call 1300 196 673.

- English - For interpreter assistance please phone 1300 196 673
- Italian - Per assistenza di interpretariato, La preghiamo di telefonare 1300 196 673
- Arabic - 1300+الترجمة+الافوري+ة+ي+رجى+الات+صال+ xxx xxx
- Simplified Chinese - 如需翻译协助, 请致电1300 196 673
- Greek - Αν χρειάζεστε διερμηνέα, τηλεφωνήστε στο 1300 196 673

- Spanish - Para la asistencia de un intérprete llame al 1300 196 673
- Vietnamese - Đ- được trợ giúp từ phiên dịch viên, vui lòng gọi điện thoại 1300 196 673