

COMPLAINTS MANAGEMENT POLICY

PURPOSE

The purpose of this Policy is to ensure that Energy Queensland Limited (**EQL**) and its subsidiaries (collectively the “**EQL Group**”) achieve excellence in complaints management by:

- dealing with complaints in a professional, efficient and fair manner;
- properly managing its relationship with stakeholders; and
- as a learning organisation, developing and continuously improving its services.

Scope

This Policy applies to all members of the EQL Group, their officers, employees, contractors (where applicable) and any other person notified that this Policy applies to them.

POLICY STATEMENT

The EQL Group is committed to effective complaints management by managing complaints in an open, transparent, accountable, timely and fair manner, in compliance with the Australian Standard on complaints management (AS/NZS ISO 10002:2022 Guidelines for Complaint Management in Organisations and its Guiding Principles of Complaints Management). These Guiding Principles are embedded in relevant procedures and processes for each subsidiary company.

The EQL Group manages unreasonable complainant conduct under the Energy Queensland Managing Unreasonable Complainant Conduct Standard, a standard to help identify and manage unreasonable complainant conduct for staff handling EQL Group complaints.

The EQL Group is also committed to continuous improvement of complaints management through regular monitoring and reporting mechanisms to identify areas of potential improvement.

IMPLEMENTATION

Guiding Principles

The EQL Group customer complaints management is aligned to the guiding principles outlined in the Australian Standard on complaints management (AS/NZS ISO 10002:2022 Guidelines for Complaint Management in Organisations and its Guiding Principles of Complaints Management).

Complaints Handling Approach

A complaint may be made by directly contacting subsidiary companies in accordance with the processes and standards outlined in the references below.

Complaints will be acknowledged within 48 hours. Complainants will be contacted within 10 business days to advise of the resolution or otherwise of the investigation.

If the customer/complainant is dissatisfied with the resolution, the EQL Group will refer the customer to the Energy and Water Ombudsman Queensland.

EXTERNAL REFERENCES

The following document applies to this Policy:

AS/NZS ISO 10002:2022 Guidelines for Complaint Management in Organisations and its Guiding Principles of Complaints Management

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REFERENCE DOCUMENTS

This Policy should be read in conjunction with the following documents:

Energy Queensland Unreasonable Complainant Conduct Standard - 9600019

[Ergon Retail Complaints and Dispute Resolution Procedure - RA01518P](#)

Standard for Complaints and Dispute Resolution (Network Customer) S025 - 690672

Yurika Standard for Customer Feedback - 3066538

DEFINITIONS

In this Policy and any related documents:

Term	Definition
Board	The board of directors of EQL
Complaint	A complaint is an expression of dissatisfaction made to an organisation, related to its products, services, conduct or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected or legally required.
Contractor	A contractor is any external third party contracted to provide services to the EQL Group under terms specified in a contract (for example, a consultancy agreement).
Unreasonable Complainant Conduct	Any behaviour by a person which, because of its nature or frequency, raises substantial health, safety, resource, or equity issues for the people involved in the complaint process.

ENFORCEMENT

The EQL Group will not tolerate breaches of this Policy. Any instances of non-compliance with this Policy will be investigated and appropriate action taken. A breach of this Policy may also constitute a breach of other EQL Group policies and procedures and should be reported to your line manager (i.e., direct supervisor, workgroup manager or the Chief Executive Officer) or where this is not appropriate, to your manager once removed or the Enterprise Risk and Compliance team.

Any stakeholder of the EQL Group (including members of the public) should report any concerns regarding the application of the policy to Manager Customer Advocacy.

VARIATION

This Policy is not intended to detract from, or add to, any rights held by a person covered by this policy under a contract of employment or enterprise agreement. Subject to any consultation obligations, the EQL Group may vary, add to, withdraw, or replace this Policy, at its discretion, at any time.

This Policy should be reviewed at least every two years. This Policy may only be varied by the Board. The CEO or the Company Secretary can approve administrative changes to Board approved policies (i.e., amendments or corrections not involving changes to delegations or the provisions of the policy).