

## PURPOSE

The purpose of this policy is to ensure that Energy Queensland Limited and its related bodies corporate (**EQL**) 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.

## POLICY STATEMENT

EQL 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 10002:2014 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.

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

## IMPLEMENTATION

### Application/Scope

This policy applies to EQL, its officers, employees and contractors (where applicable) and any other personnel notified that this policy applies to them.

### Guiding principles

Our customer complaints management is aligned to the guiding principles outlined in the Australian/New Zealand Standard on complaints management.

Principles	Application to EQL
Visibility and Accessibility	EQL clearly display information on how and where a complaint may be made on our websites.
Responsiveness	EQL will respond to customer complaints in a timely manner.
Objectivity	Each complaint is addressed in an equitable, objective and unbiased manner through the respective EQL complaints – handling process.
No charges	No fees will be applied to investigate a complaint regarding any aspect of service delivery.
Confidentiality	EQL respects the privacy and confidentiality of customers and the information received during the complaints process, while at the same time making its decisions open and accountable.
Customer Focused approach	EQL cultivates a feedback-oriented culture through systems, processes and behavioural aspects developed for the management of complaints and feedback for improvement.

# COMPLAINTS MANAGEMENT POLICY



Accountability	EQL and its senior management are fully committed to an integrated complaints management system and will provide the necessary support for it to operate effectively.
Continual improvement	EQL will record all complaints data received, and at appropriate intervals, evaluate the information contained in those records to examine the causes of complaints and whether remedial action is warranted.

## Complaints Handling Approach

A complaint may be made by directly contacting subsidiary companies in accordance with the processes 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 is dissatisfied with the resolution, EQL will refer the customer to the Energy and Water Ombudsman Queensland.

## REFERENCES

Ergon Retail Complaints and Dispute Resolution Procedure

Yurika Feedback Handling Process

Energex & Ergon Networks Complaints Standard

AS/NZS ISO 10002:2014 Guidelines for Complaint Management in Organisations and its Guiding Principles of Complaints Management

## DEFINITIONS

<b>Board</b>	The board of directors of EQL
<b>Complaint</b>	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

## ENFORCEMENT

EQL employees should report a breach of application or approach of this policy to their line manager.

Any stakeholder of EQL (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, Energy Queensland Limited 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 or appropriately delegated Board sub-committee. The CEO or the Company Secretary can approve administrative changes to

# COMPLAINTS MANAGEMENT POLICY



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Board approved policies (i.e. minor updates, amendments or corrections not involving changes to delegations or the provisions of the policy).

Minor amendments reviewed and approved by the Company Secretary on 22 December 2020.

## CATEGORY

Governance