



Standard Complaints and Dispute Resolution Procedure



Contents

1. Purpose	3
2. Enabling Complaints	3
3. Managing Complaints	3
4. Learning and Prevention	4
5. Making a complaint	4
6. Review process	4
7. Further help	5
8. Changes to this procedure	6

1. Purpose

Energy Locals Pty Ltd, trading as Meriton Energy Services (ABN 23 606 408 879) (Energy Locals) is committed to providing our customers an exceptional customer experience. However, we appreciate that we will not be 100% perfect all of the time and this may impact our customers. We have created this standard complaints and dispute resolution procedure to:

- provide our customers with access to an open and responsive complaints process;
- enhance our ability to manage complaints in a consistent, systematic, and responsive manner;
- enhance our ability to identify trends, eliminate causes of complaints and improve our operational effectiveness;
- encourage and support our staff to improve their skills in complaint management;
- provide a basis for the ongoing review and analysis of our complaint management system; and
- reduce the likelihood of complaints developing into ongoing disputes.

This procedure has been developed in accordance with the best practice principles contained in with the Australian Standard AS ISO 10002 (Customer satisfaction – Guidelines for complaints handling in organizations).

2. Enabling Complaints

Energy Locals has adopted a people-focused and proactive approach to seeking and receiving feedback and complaints and we will continue to:

- always seek clarification on whether feedback or general concern is intended to be handled as a complaint;
- treat people making complaints with respect and actively involve the complainant in the complaints process where practicable and appropriate;
- take all reasonable steps to ensure that complainants are not adversely affected because of a complaint they have made;
- ensure that information about how and where a complaint can be made to or about Energy Locals is well publicised;
- ensure that our complaint management system is accessible to everyone, including people who may require assistance; and
- provide support to people to make a complaint if needed.

3. Managing Complaints

(a) Responsiveness

Energy Locals will promptly acknowledge a complaint as it is received and assess the complaint to assign appropriate priority in accordance with the urgency of the issues raised. Complainants will be advised as soon as practicable if we are unable to deal with either part or all of a complaint.

(b) Impartiality, fairness and equity

Each complaint will be managed in an impartial and unbiased manner and, where appropriate, we will defer actions that may have a significant detrimental impact on the complainant until their complaint has been finalised.

(c) Privacy and disclosure

Energy Locals will only use personally identifiable information about complainants in accordance with all relevant privacy laws and ethical obligations when managing a complaint.

(d) Staff awareness

The Energy Locals team are trained in complaint management so as to be able to effectively respond to people's support and communication needs and preferences. They are required to treat complainants in a respectful and courteous manner and follow all Energy Locals complaint management reporting requirements.

4. Learning and Prevention

Responding to and learning from complaints is an essential part of Energy Locals' commitment to continual quality improvement. We know that customer complaints are a valuable source of insight and have systems and processes in place to collect and act on this feedback. We continue to:

- explore, identify, and apply best practices in complaint management;
- foster a people-focused approach; and
- encourage innovation in complaint management development and recognise exemplary complaint management behaviour.

We have also used this insight to develop and implement systems to minimise the possibility of complaints escalating into ongoing disputes.

5. Making a complaint

Customers who have a complaint about any aspect of our products or services, are able to contact us using their preferred method to make an enquiry, provide feedback or raise a concern.

Email: hello@meritonenergy.com.au

Telephone: 1300 896 811 (Monday to Friday 8:30am to 6pm AEST/AEST – except public holidays)

Chat: via our [website: meritonenergy.com.au](https://www.meritonenergy.com.au)

6. Review process

Energy Locals will handle all complaints in a manner intended to address the complaint appropriately and as quickly as possible. We will track the progress of each complaint until its finalisation and provide updates on the status of the complaint to the complainant on request.

7. Further help

(a) External Support

While we aim to have all of our complaints appropriately addressed by our frontline staff, customers who are dissatisfied with how frontline staff have address their complaint or its outcome can escalate their complaint to the Head of Customer Service.

If a customer is still dissatisfied with the handling of their complaint, they may wish to seek further assistance from the Ombudsman. The Ombudsman can be contacted at any time for free independent advice and information via the details provided below:

State	Contact Details
Australian Capital Territory	ACT Civil and Administrative Tribunal Phone: 02 6207 1740 Email: tribunal@act.gov.au Web: www.acat.act.gov.au
New South Wales	Energy and Water Ombudsman NSW Phone: 1800 246 545 Email: complaints@ewon.com.au Web: www.ewon.com.au
Queensland	Energy and Water Ombudsman Queensland Phone: 1800 662 837 Email: info@eoq.com.au Web: www.ewoq.com.au
South Australia	Energy and Water Ombudsman SA Phone: 1800 665 565 Email: contact@eiossa.com.au Web: www.ewosa.com.au
Victoria	Energy and Water Ombudsman Victoria Phone: 1800 500 509 Email: ewovinfo@ewov.com.au Web: www.ewov.com.au
Tasmania	Energy Ombudsman Tasmania Phone: 1800 001 170 Email: energy.ombudsman@ombudsman.tas.gov.au Web: www.energyombudsman.tas.gov.au

(b) Interpreter services and contact assistance

For language assistance please contact our interpreter service on 131 450:

- Italian: Servizio Interpreti
- Spanish: Servicio de interprete
- Vietnamese: dịch vụ phiên dịch
- Arabic: خدمة الترجمة للعملاء
- Greek: υπηρεσία διερμηνείας
- Hindi: दुभाषया सेवा
- Chinese: 口譯服務

National Relay Service: customers who are deaf, or have a hearing or speech impairment, can contact us through the National Relay Service (TTY) on 133 677, by giving them Energy Locals number 1300 896 811 to call. For more information, visit www.relayservice.gov.au.

8. Changes to this procedure

When we update our Complaints and Dispute Resolution Procedure, we update it on our website. Visit our website regularly to review our Complaints and Dispute Resolution Procedure for changes. This procedure was last updated in July 2022.

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trading as Meriton Energy Services
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