

# Standard complaints and dispute resolution procedures

Evergy Pty Ltd

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## 1. Introduction

- 1.1. This document sets out Evergy's procedures with respect to accepting, recording, and resolving complaints.
- 1.2. Evergy is committed to freely receiving and resolving complaints in an accessible and transparent way.
- 1.3. Evergy, through this document, makes the commitment to continual quality improvement by taking into consideration the data provided by the implementation of an effective complaints management system.

## 2. Definition of complaint

- 2.1. A complaint is an expression of dissatisfaction and it can be received:
  - (a) On the basis of products and/or services provided by us or our agents, contractors and other representatives; or
  - (b) Due to perceived inadequacies in the complaints handling process itself.
- 2.2. Evergy will consider all complaints to be opportunities to improve and they will be freely received by telephone, in writing (for example, letter, email, facsimile) or in person.
- 2.3. Specifically, a complaint is where a customer expresses dissatisfaction and seeks a response or resolution regarding the conduct, action, proposed action, or failure to act by Evergy, its employees, agents, contractors or other representatives.
- 2.4. Complaints also include:
  - (a) Failure by Evergy to observe its published or agreed practices or procedures;
  - (b) Failure in respect of a product or service offered or provided by Evergy or its representatives;
  - (c) Where a customer threatens to involve, or sought information about possibly involving, a third party such as the jurisdictional energy ombudsman or Member of Parliament;
  - (d) Where a complaint is directed to Evergy on behalf of the customer by an energy ombudsman scheme.
- 2.5. Where a complaint relates to more than a single aspect of Evergy's services or products, a separate complaint will be recorded for each component.

## 3. Complaints management

The guiding principles for Evergy's complaints management program are contained in AS ISO 10002-2014.

## 4. Promoting our Complaints Management Program

- 4.1. Evergy will publish the Complaints Procedures on its website and will be actively brought to the attention of customers.
- 4.2. Evergy is committed to promoting and ensuring visibility of our complaints management program. To help us do this we will:
  - (a) Make these procedures available free of charge;
  - (b) Arrange for an interpreter (free of charge) where required to both interpret the procedures and facilitate the resolution of complaints;
  - (c) Make special arrangements for those with a disability, ensuring that they and their advocates have access to these procedures and are aided in the resolution of their complaint. The procedures and other documentation will also be available in large print Braille or audiotape on request (free of charge);
  - (d) Make sure that all relevant staff have training in the resolution of complaints and in the use of, and access to, resources for cross-cultural communication and communication with customers with special needs.

## 5. Responsiveness

- 5.1. Once a complaint has been received a representative from Evergy will immediately acknowledge the complaint and prioritise it for resolution.
- 5.2. Higher priority will be given to those complaints where there is a perceived financial hardship, disconnection of energy supply and matters relating to health and safety.
- 5.3. In all instances, Evergy will:
  - (a) Freely accept complaints lodged on our website, in person, by telephone, facsimile, email or letter;
  - (b) Acknowledge any complaint received as soon as possible;
  - (c) Begin an investigation into the reasons for a complaint within 24 hours of acknowledgment;
  - (d) Keep the complainant updated about the investigation and any proposed resolution;
  - (e) Notify the complainant as soon as possible of the outcome of our investigation and any proposal we have for resolution;
  - (f) Provide the complainant with the option of an internal review of their complaint if they are unsatisfied with the outcome of the investigation or the proposed resolution.

## 6. Responsibilities

- 6.1. All staff are required to comply with these procedures as well as the Retail Law and Retail Rules and any Guidelines published by the AER or AEMO.
- 6.2. Complaints can be made to any Evergy employee or contractor. That employee or contractor is then required to report any complaint received to the Customer Service Manager.
- 6.3. All employment contracts will stipulate that employees have an obligation to comply and report on any suspected compliance breaches.
- 6.4. Evergy will ensure that the management of complaints is not hindered by a lack of resources.
- 6.5. It will also ensure that adequate programs are in place to train staff in the resolution of complaints and the implementation of these procedures.
- 6.6. Top-level management of Evergy is responsible for:
  - (a) Establishing the complaints management program;
  - (b) Establishing and implementing the process of complaints management;
  - (c) Allocating resources to ensure compliance with obligations under applicable laws and these procedures;
  - (d) Promoting and advocating for a customer centric approach in the company as a whole and in the resolution of complaints;
  - (e) Reporting to the board on the management of complaints, including the number and nature of complaints received;
  - (f) Continually reviewing the effectiveness of the complaints management program including the processes in place to give effect to the program; and
  - (g) Establishing an adequate training program to ensure all relevant staff, agents, contractors and other representatives comply with these procedures.

## 7. The Evergy board:

- 7.1. Takes overall responsibility for the implementation of the complaints management program.
- 7.2. Must insure that quality improvements are made based on areas identified by genuine complaints.

## 8. Recording complaints

- 8.1. As soon as complaints are received they must be recorded on Evergy's customer management system.
- 8.2. Complaints will be recorded with all relevant information provided and a unique identifier.
- 8.3. Each recording will include:
  - (a) The resolution requested by the complainant;
  - (b) The date of the complaint;
  - (c) A description of the complaint;
  - (d) The expected date for a response or resolution; and
  - (e) The established priority of the complaint.
- 8.4. More than one complaint can be made per customer/call. For example, if a customer makes a billing complaint and then makes a marketing complaint during the same call then two complaints should be recorded.
- 8.5. The initial details recorded for a complaint are set out in Schedule 1. Records will be made of all complaints received, including the date and time of receipt, full details of the complaint and resolution sought, steps taken to investigate and resolve the complaint and correspondence with the complainant.
- 8.6. Records will be kept in the Evergy customer management system and tagged as relating to a complaint, so that a report on a complaint can be produced easily.
- 8.7. Records of complaints will be reviewed on an ongoing basis for any indications of non-compliance.
- 8.8. Complaints will be reported to the relevant regulatory authority in accordance with Evergy's reporting obligations.
- 8.9. Each individual customer contact that is a complaint should be recorded and categorised as a complaint, irrespective of the number of times the caller has made contact with Evergy on an issue.
- 8.10. Complaints will be tracked, from the time that they are received through to the resolution.
- 8.11. In tracking the resolution of complaints, Evergy will make sure that response deadlines are kept and the complaint is efficiently resolved.
- 8.12. Throughout the process, the customer will be kept informed and updated on a regular basis.

## 9. Monitoring and improving

- 9.1. Complaints will be tracked at an individual and group level.
- 9.2. Any systemic issues identified will be brought to the attention of the Compliance Committee and Board during their monthly meetings.
- 9.3. Evergy's board will direct top-level management to address systemic issues identified during a complaints process.

## 10.A customer's right to complain

- 10.1. Customers have a right to lodge a complaint at any time.
- 10.2. Once a complaint is received it will be dealt with in accordance with these procedures.

## 11. Internal and external escalation

- 11.1. At any time, a customer may request an internal escalation of their complaint and such a request will be granted.
- 11.2. Complaints will also be escalated where they are complex, urgent, or sensitive.
- 11.3. At the time that the complaint is received, customers will be immediately informed that they have the right to escalate if they are dissatisfied with the process being followed.
- 11.4. Individual staff who manage complaints will be required to review the complexity, urgency and sensitivity of any complaint received and seek assistance from a supervisor or specialist where required.

- 11.5. The customer will be informed that if they are not satisfied with Evergy's response or wish to seek independent advice about a complaint, they have the option of contacting the Energy & Water Ombudsman NSW.
- 11.6. Evergy will provide the contact details for the Energy & Water Ombudsman NSW and Evergy will assist any complainant in lodging a complaint with the Energy & Water Ombudsman NSW.

## 12. Our commitment to customers

12.1. In all instances, we will:

- (a) Treat customers with respect;
- (b) Take any complaints seriously;
- (c) Respect our customer's privacy;
- (d) Manage complaints with impartiality;
- (e) Properly investigate and report on complaints;
- (f) Resolve complaints with proper consideration to the facts of each complaint and on the basis of the merits of each complaint;
- (g) Provide customers with the option of internal escalation;
- (h) Inform customers that, if not satisfied with the outcome of their complaint, that they may make a complaint or take a dispute to the Energy & Water Ombudsman NSW;
- (i) Inform customers of the telephone number and other contact details for the Energy & Water Ombudsman NSW;
- (j) Ensure equitable access to our complaints management program and equitable resolutions.

12.2. Our customers have rights under various laws including the Competition and Consumer Act 2010 (Cth) and under applicable Energy Law. We will ensure that we respect those rights.

## 13. Contact us to lodge a complaint

Customers may contact us at any time to lodge a complaint using the following contact details:

By Post: Locked Bag 1400, Meadowbank, NSW 2114

Phone: 1300 383 749

Interpreter: 131 450 - For help using an interpreter visit TIS

NRS: 133 677 - For help using this service visit NRS

Email: [support@evergy.com.au](mailto:support@evergy.com.au)

## 14. Contact details for the Energy Ombudsman Schemes

We have an easily accessible complaints process in place should something go wrong. Please note that, if you are not happy with our handling of a complaint or you wish to seek independent advice about it, you always have the option to contact the Energy & Water Ombudsman NSW for assistance or review of the outcome of your complaint. The Energy & Water Ombudsman NSW's contact details are below.

Energy & Water Ombudsman NSW

Freepost: Reply Paid 86550, Sydney South NSW 1234.

Free call: 1800 246 545

Free fax: 1800 812 291

[complaints@ewon.com.au](mailto:complaints@ewon.com.au)

Interpreter: 131 450 - For help using an interpreter visit TIS

National Relay Service: 133 677 - For help using this service visit NRS

In Person: Level 11, 133 Castlereagh Street, Sydney. Please ring beforehand to make an appointment.

## 15. Schedule One

### Heading 3

Question	Response	Comments
Customer details (account number)	Table text	Table text
Date and time of complaint		
Nature of complaint?		
Systemic issue?		
Ongoing or resolved? (expected date of resolution)		
Resolution sought?		
Escalation Required?		
Assessment of Priority?		
Potential compliance issue?		
Next Action		

## 16. Version Control

Version	Amendment	Author and dates
Version 1		CJ 14 December 2017
Version 2	Comments and edits	PD 22 December 2017
Version 3	Formatting	JK 31 January 2018
Version 4	Update per EWON	AJ and CJ 07 June 2018
Version 5	Update per EWON	AJ 07 June 2018
Version 5.1	Formatting	AJ & MB 6 July 2018
Version 5.2	Update per CQ	AJ 5 August 2019