

# Complaints & Feedback Procedure

## Abstract

Elysian Energy's complaints handling procedure gives customers a clear and considered process for managing and resolving their complaints.

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# Complaints and Feedback Procedure

Elysian Energy seeks to quickly resolve all issues and, below is the information you need to contact us and how we can work together. We appreciate your feedback, so we improve the way we do business: our systems, policies and procedures.

We understand that your time is valuable, so in response to some common questions from our customers, we've provided answers to some of our most frequently asked questions.

## Ways to give feedback

### 1. Speak to our customer service team

Call our customer service team. To get the best out of your call with us, please have your account number handy and any specific information about your issue.

For residential and business customers, call 1300 671 799

Monday to Friday - 8.00am to 6.30pm AEDT

### 2. Give us your feedback in writing

If you prefer to provide written feedback or complaint, please get in touch using our feedback form. Please provide the following

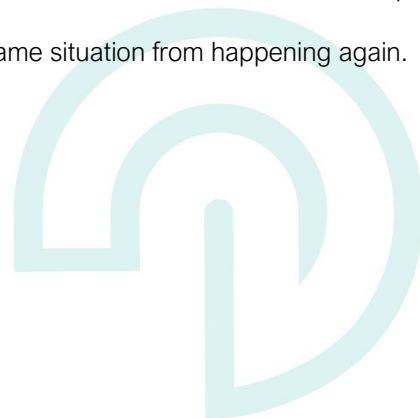
- Your account numbers. You will find your account number on your bill.
- What the issue is. Compile as much information as you can, including the outcome you're seeking, and details of any interactions you've had with us.

Remember have a pen handy. Sometimes we'll need to provide instructions on how to read your meter or look at the energy usage of appliances, so you may want to write things down.

## Our complaints process

When we receive a complaint:

- We'll record the details of your complaint. We'll give it fair and genuine consideration and seek to achieve a fair outcome.
- If your complaint is received in writing, we'll acknowledge receipt of your complaint within 10 business days.
- For complaints specifically related to credit, we will provide an acknowledgement and response in accordance with the regulatory requirements under the Credit Reporting Code. If you are not satisfied with our response, you can contact us to discuss your concerns or lodge a complaint with the Australian Information Commissioner
- Your complaint will be allocated to a member of our team
- We'll enquire into your complaint within a reasonable time frame, taking into account the nature and complexity of your complaint
- We'll keep you informed of any progress via your preferred communication channel – or if you don't specify, we'll contact you by the same channel that you initially made the complaint.
- We'll treat your complaint respectfully and handle all personal information in accordance our privacy policy
- If appropriate, we'll make policy changes to prevent the same situation from happening again.



## If you're not satisfied with the outcome

We always do our very best to resolve issues, however if you feel your complaint is not sufficiently resolved, you may take the complaint to the relevant ombudsman at any time.

We're a member of the Energy and Water Ombudsman schemes in all the states we are licenced in. The Ombudsman schemes provide free services and act as an impartial conciliator to help resolve disputes between customers and energy companies.

Ombudsmen will want to know that we've worked together to try and resolve the issue as best as possible and will refer you to our customer service team if you have not contacted us before.

## Right to access the Energy and Water Ombudsman

We will inform people who make complaints to or about us about any internal or external review options available to them, including the Energy & Water Ombudsman Vic (EWOV), the Energy & Water Ombudsman NSW (EWON) the Energy & Water Ombudsman Queensland (EWOQ) and the Energy & Water Ombudsman South Australia (EWOSA).

All our customers have the right to contact the Energy & Water Ombudsman in their state at any time for independent advice and assistance.

Energy and Water Ombudsman contact details are:

### Energy and Water Ombudsman of New South Wales

**Free call:** 1800 246 545  
Between 9:00 am and 5.00 pm, Monday to Friday.  
**Free fax:** 1800 812 291  
**Interpreter:** 131 450 - For help using an interpreter visit [www.tisnational.gov.au](http://www.tisnational.gov.au)  
**NRS:** 133 677 - For help using this service visit [www.relayservice.com.au](http://www.relayservice.com.au)  
**Email:** [complaints@ewon.com.au](mailto:complaints@ewon.com.au)  
**On-line Complaints:** [www.ewon.com.au/complaints](http://www.ewon.com.au/complaints)  
**By post:** Reply Paid 86550, Sydney South NSW 1234

### Energy and Water Ombudsman of Queensland

**Free call:** 1800 668 837  
Between 8.30 am and 5.00 pm, Monday to Friday.  
**Fax:** (07) 3087 9477  
**Interpreter:** 131 450 - For help using an interpreter visit [www.tisnational.gov.au](http://www.tisnational.gov.au)  
**NRS:** 133 677 - For help using this service visit [www.relayservice.com.au](http://www.relayservice.com.au)  
**Email:** [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)  
**On-line Complaints:** [www.ewoq.com.au/submit-a-complaint](http://www.ewoq.com.au/submit-a-complaint)  
**By post:** PO Box 3640 South Brisbane BC Qld 4101

### Energy and Water Ombudsman of Victoria

**Free call:** Phone 1800 500 509 (freecall)  
Between 8.30 am and 5.00 pm, Monday to Friday.  
**Free fax:** 1800 500 549  
**Interpreter:** 131 450 - For help using an interpreter visit [www.tisnational.gov.au](http://www.tisnational.gov.au)  
**NRS:** 133 677 - For help using this service visit [www.relayservice.com.au](http://www.relayservice.com.au)  
**Email:** [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)  
**On-line Complaints:** [www.ewov.com.au/complaints](http://www.ewov.com.au/complaints)  
**By post:** Reply Paid 469, Melbourne VIC 8060

### Energy and Water Ombudsman of South Australia

**Free call:** 1800 665 565  
Between 8.30 am and 5.00 pm, Monday to Friday.  
**Free fax:** 1800 665 165  
**Interpreter:** 131 450 - For help using an interpreter visit [www.tisnational.gov.au](http://www.tisnational.gov.au)  
**NRS:** 133 677 - For help using this service visit [www.relayservice.com.au](http://www.relayservice.com.au)  
**Email:** [contact@ewosa.com.au](mailto:contact@ewosa.com.au)  
**On-line Complaints:** [ewosa.com.au/submit-a-complaint](http://ewosa.com.au/submit-a-complaint)  
**By post:** GPO Box 2947, Adelaide SA 5001

