



RMS Utilities - Complaints Handling and Dispute Resolution Policy

Introduction

This document describes the process RMS Utilities (“**we**”, “**us**”, “**our**”) customers (“**you**”) should use to make an enquiry, raise an issue or complaint that relates to services offered by us.

We are open to the receipt of complaints, seek to learn from complaints, and seek to improve. We are committed to dealing with such issues and complaints and the resolution of disputes in a prompt and transparent manner.

This document sets out our policy with respect to accepting, recording, and resolving complaints and disputes. Customer complaints and disputes will be managed by RMS Utilities in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles.

Who can make a complaint?

Complaints can be made to us by residents, or energy account holders, who are dissatisfied with our energy services. This can include:

- your energy bill and/or account
- access to payment plans, rebates and/or concessions
- the quality and reliability of your supply
- your connection, accessing additional energy services, and/or problems with your meter.

We handle complaints fairly, efficiently, effectively and in line with this policy. We will not take action against you or any other customer just because you have made a complaint, or because someone else has made a complaint on your behalf.

Contact us to lodge a complaint

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

By Post: PO Box 106, Peregrine Beach QLD 4573

Phone: 1300 938 051

Email: support@rmsutilities.com.au

Definition of a Complaint

A complaint is an expression of dissatisfaction, related to our products/services, or the complaints-handling process itself where a response or resolution is explicitly or implicitly implied. Complaints can be made in person, by telephone or in writing (for example a letter or email).

For the avoidance of doubt, complaints include the following type of contacts:

- Where a customer expresses dissatisfaction and seeks a response or resolution regarding the conduct, action, proposed action, or failure to act by RMS Utilities, its employees, agents, contractors or other representatives.

Complaints also include:

- Failure by RMS Utilities to observe its published or agreed practices or procedures or in respect of a product or service offered or provided by RMS Utilities or its representatives;
- Where a customer seeks to involve, or enquires about the possibility of involving, a third party, for example, the jurisdictional energy ombudsman or Member of Parliament; and
- Where a complaint is directed to RMS Utilities on behalf of the customer by an energy ombudsman scheme.

Where a complaint relates to more than a single aspect of our services or products, a separate complaint will be recorded for each component.

Disputes are unresolved complaints escalated internally or externally, or both.

Complaint Management

RMS Utilities aims to implement a complaints management program that is consistent with AS ISO 10002-2014. In managing complaints, we seek to recognise areas that we can improve (in the products and services that we offer and in the delivery of our products and services).

Promoting our Complaints Management Program

We publish this policy on our website and will actively refer customers to this document where appropriate. We are committed to promoting and ensuring visibility of our complaints management program.

Responsiveness

RMS Utilities will acknowledge a complaint within at least 2 business days of receiving notice of the complaint and address complaints as quickly as possible and if required, in order of urgency. Urgency will be given to those complaints that relate to financial hardship, disconnection of energy supply and health and safety. In all instances, we will:

- Accept complaints in person, by telephone, email or letter;
- Acknowledge any complaint received as soon as possible;
- Begin an investigation into the reasons for a complaint within 24 hours of acknowledgment;
- Keep the complainant updated as the investigation and any proposed resolution;
- Notify the complainant of the outcome of our investigation and any proposal we have for resolution as soon as possible; and
- Provide the complainant with the option of an internal review of their complaint if they are unsatisfied with the outcome of the original investigation or resolution proposed.

Responsibilities

All staff are required to comply with this policy and all other policies and procedures in place as well as the Victorian Energy Retail Code, other relevant codes and guidelines, the Electricity Industry Act (VIC), Retail Law and Retail Rules. Complaints may be received by any RMS Utilities employee. That employee is required to report any complaint received to the Customer Service Manager.

In accordance with employment contracts in place, all employees have an obligation to comply and report on any suspected compliance breaches. RMS Utilities as a business is responsible for ensuring that the

management of complaints is not hindered by a lack of resources and for ensuring that staff are trained in the resolution of complaints and implementation of this policy.

Our management team continually review the effectiveness of the complaints management program including the processes in place to give effect to the program.

Recording complaints

Our staff will record a complaint on our customer management system at the time that they are received. Complaints will be recorded with all relevant information provided. Each recording will include the resolution requested by the complainant, the date of the complaint, a description of the complaint, the expected date for a response or resolution, and the urgency of the complaint.

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. Each individual customer contact that is a complaint will be recorded and categorised as a complaint, irrespective of the number of times the caller has made contact with RMS Utilities on an issue.

Complaints will be tracked, from the time that they are received through to the resolution. In tracking the resolution of complaints, RMS Utilities will monitor its adherence to response deadlines and aim for efficient resolutions. Throughout the process, the customer will be kept informed and updated on a regular basis. Our customers have a right to lodge a complaint with us at any time and about any aspect of our services and, if you they do so, we are obliged to abide by this Policy.

Internal and external escalation

At any time, a customer may request an internal escalation of their complaint and such a request will be granted. Complaints will also be escalated where they are complex, urgent, or sensitive. Individuals within RMS Utilities managing complaints will be required to review the complexity, urgency and sensitivity of any complaint received and seek assistance from a supervisor where required. A customer may contact the Energy Ombudsman, in their State if they are not satisfied with our response and investigation into their complaint. RMS Utilities will provide the contact details for Energy Ombudsman schemes and will seek to assist any complainant in lodging a complaint with an Energy Ombudsman Scheme.

Our commitment to customers

In all instances, we will:

- Treat customers with respect;
- Take any complaints seriously;
- Respect our customer's privacy;
- Manage complaints with impartiality;
- Properly investigate and report on complaints;
- Resolve complaints with proper consideration to the facts of each complaint and based on the merits of each complaint;
- Provide customers with the option of internal escalation or referral to a Stockland representative: and
- Ensure equitable access to our complaints management program and equitable resolutions.

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.

External dispute resolution

Energy and Water Ombudsman are independent, impartial bodies that investigate and resolve complaints about electricity, gas and water providers for energy customers free of charge.

All our customers have the right to contact the relevant ombudsman in their state, including to lodge a complaint or for free independent information and advice.

Contact details for the Energy Ombudsman Schemes

New South Wales

Energy & Water Ombudsman NSW (EWON)
NSW Freecall: 1800 246 545
Freefax: 1800 812 291
Website: www.ewon.com.au
Post: Reply Paid 86550, Sydney South NSW 1234

Victoria

Energy and Water Ombudsman Victoria
Mail: Reply Paid 469, Melbourne VIC 8060
Call: 1800 500 509
Fax: 1800 500 549
Email: ewovinfo@ewov.com.au
Website: www.ewov.com.au

Queensland

Queensland Civil and Administrative Tribunal (QCAT)
Mail: GPO Box 1639, Brisbane, Qld, 4001
Call: 1300 753 228
Website: www.qcat.qld.gov.au

South Australia

Energy Industry Ombudsman SA
Mail: GPO Box 2947, Adelaide SA 5001
Call: 1800 665 565
Website: www.ewosa.com.au

ACT

ACT Civil and Administrative Tribunal
Mail: GPO Box 370, Canberra ACT 2601
Call: (02) 6207 1740
Fax: (02) 6205 4855
Email: tribunal@act.gov.au
Website: www.acat.act.gov.au