

## Customer Complaints Policy

### What is this policy for?

We aim to provide a competitive alternative for the supply of your electricity needs. But from time-to-time mistakes happen, and there may be instances where you feel dissatisfied with our service and wish to make a complaint.

We operate under a commitment to continuous improvement and so welcome any feedback as a key means to support this culture. This policy outlines what you can expect from us when handling your feedback, general concerns, and complaints.

### How can you make a complaint?

You can make a complaint either verbally or in writing through any of our contact methods. If you choose a contact method where we don't have your contact details, complain anonymously, or let us know that you would not like us to reach out, then we will not follow up with you. But we will investigate the complaint following the same processes and responses as if we were managing the complaint with your involvement.

If you require accessibility support to access this policy or its services, let us know and we will make every reasonable effort to engage the accessibility as required.

### What information should you provide?

To ensure that we can resolve your complaint as fully and promptly as possible, this is some of the information that you can provide to us with your complaint:

- Your details
- Who we should contact, i.e., you or a representative
- Your preferred contact method
- What your complaint relates to
- The details of what happened
- How you believe things could have been done differently to avoid the complaint
- What outcome would you like to see
- Any supporting documentation

We may also get in touch to clarify some of the details or to request more information from you. Unless by phone, we will reach out to acknowledge receipt of your complaint within 2 business days.

### What can you expect from us?

When we acknowledge your complaint we will record it in our system with all of the information that you provided and will prioritise the complaint according to the content.

We will aim to resolve your complaint quickly and effectively, preferably at our first contact with you. If your complaint requires further investigation, then we will allocate a member of the Compliance Team to manage your complaint. They will communicate expected timeframes with you, and we aim to resolve within 10 business days.

To ensure that your complaint is managed in an impartial way we will allocate a team member who is not involved in circumstances leading to your complaint.

### What we expect from you?

We ask that you engage with us respectfully and meaningfully in the complaint process. We take the safety and wellbeing of our staff seriously and unreasonable behaviour will not be tolerated. Any anger, aggression, threats, or violent conduct will result in all dealings with our company ceasing immediately.

There may be times where your preferred outcome is not possible. If this is the case, then we will communicate this with you openly and ask for cooperation and negotiation in good faith.

### What else can you expect?

We will manage your complaint with sensitivity and confidentiality, including complaints relating to staff. We will ensure your confidentiality when investigating complaints, with details only shared with those directly concerned. We may withhold information about staff you make a complaint against from you to maintain their privacy and safety. We will communicate openly with staff regarding any complaint against them and encourage these processes to be opportunities for learning and development separate from our disciplinary procedures.

We will record details of complaints in our systems during investigation. Finalised complaints will be recorded in our compliance register. We may also include de-identified records as lessons learned for process review, in compliance and statistics reporting, and for training. All record keeping will be in-line with our Privacy and Collection policies.

If you are not satisfied with the outcome of our response, then you may refer the dispute to NT Consumer Affairs at <https://consumeraffairs.nt.gov.au>; by phone, 1800 019 319; or email, at [consumer@nt.gov.au](mailto:consumer@nt.gov.au).