

Customer Complaint and Dispute Resolution Policy

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1. BACKGROUND

Seene recognises the right of every customer to be treated with respect, and have their complaints heard and responded to adequately. Seene's proactive response to, and management of, customer complaints is vital to validate and enhance its reputation.

Customer feedback is also valuable in improving Seene's systems, procedures, products and services.

Non-compliance to this policy may result in brand and reputational damage, potential civil penalties for Seene, its employees or Directors, and disciplinary action.

2. PURPOSE

The purpose of this policy is to;

- protect customers right to complain about dealings with Seene;
- ensure an accessible complaints process is in place; and
- provide mechanisms for resolution in a timely, efficient and courteous manner.

3. SCOPE

This policy applies to all Seene:

- employees; and
- contractors.

Employees employed under awards or workplace agreements are subject to this policy only to the extent that it is consistent with their relevant award or agreement.

4. POLICY OWNER

This policy is owned by the Seene Customer Service Manager.

5. POLICY APPLICATION

Complaints are defined as the expression of dissatisfaction made to an organisation, related to its products and services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected by a customer.

5.1. Making Complaints

Seene customers have the right to make a complaint to Seene by any reasonable means. Seene provides customers with appropriate information on how to do so.

Seene will acknowledge all complaints as soon as practicable, inform complainants about the response process, and provide regular updates on the progress of their complaint.

5.2. Making Complaints

Each complaint is to be addressed impartially, empathetically and professionally, and recorded and dealt with in the strictest confidence. Specific options for resolution are to be timely and measurable and must be agreed to by both Seene and the customer as suitable for resolving the original complaint.

Seene will provide evidence of agreed actions that have been taken to resolve the initial issue. Complaints will only be officially closed once the customer has expressed satisfaction in the outcomes provided or when all reasonable steps have been taken to try to resolve the issue to both the customer's and Seene satisfaction.

5.3. Complaint Escalation

Customer complaints may be escalated where additional resolution methods are required or for further investigation.

Complaints may be escalated:

- at the complainant's request;
- if a complainant expresses a level of dissatisfaction with our current offer of resolution; or
- if a complainant wishes to have their complaint raised through an external Alternative Dispute Resolution (ADR) scheme, Seene's Internal Dispute Resolution (IDR) process will be offered.

5.4 External Dispute Resolution

The Energy and Water Ombudsman in each state is a free and independent service that can provide information, advice and assistance to customers. If a Complainant is not satisfied with Seene's response or investigation about a lodged complaint or wishes to seek independent advice about it, the Complainant may contact the relevant state Energy Ombudsman at anytime for assistance or review of the outcome of the complaint. Full list of ombudsman details are listed further below on the last page of this policy.

5.5. Training

Complaint and dispute resolution is managed by qualified customer service employees. Seene will provide regular training updates to staff to ensure efforts to resolve complaints are consistent with this policy and customer expectations.

5.6. Compliance

Seene customer complaints management process complies with the Australian Complaint Handling Standard AS/ISO 10002:2006 and requirements of the Australian Energy Regulator, the Australian Competition and Consumer Commission and the Competition and Consumer Act 2010.

Seene reserves the right to vary this policy, at its sole discretion.

6. MONITORING AND METRICS

Complaint handling processes and procedures are monitored to ensure correct data is being collected and appropriate resources are available to manage all complaints received within nominated timeframes.

Analysis and reporting of these complaints are completed at monthly intervals to identify systemic or recurring incidents, and assist elimination of root causes.

7. REVIEW OF THIS POLICY

This policy is to be reviewed every two years, or whenever business practice changes, whichever occurs first.

8. RELATED DOCUMENTS

Australian Complaint Handling Standard AS/ISO 10002:2006

Discipline Policy

Our Complaints Policy

Privacy Policy

Whistleblowing Policy

Energy and Water Ombudsman Details



Victoria

Energy and Water Ombudsman Victoria

GPO Box 468D
Melbourne, Vic 3001

Free call
(except mobile phones): **1800 500 509**

Email:
ewovinfo@ewov.com.au

Translating and
Interpreting Service: **131 450**

TTY hearings impaired
service: **1800 500 529**

South Australia

Energy and Water Ombudsman South Australia

GPO Box 2947
Adelaide, SA 5001

Free call (from Australia): **1800 665 565**

Free fax:
1800 665 165

Overseas call: **+618 8216 1888**

Overseas fax:
+618 8216 1844

Translating and
Interpreting Service: **131 450**

TTY hearings impaired service:
133 677

New South Wales

Energy and Water Ombudsman New South Wales

Reply Paid 86550, Sydney
South NSW 1234

Free call:
1800 246 545

Free fax: **1800 812 291**

Email:
complaints@ewon.com.au

Translating and
Interpreting Service: **131 450**

Website:
www.ewon.com.au

TTY hearings impaired service: **133 677**

Australian Capital Territory

Civil and Administrative Tribunal (Energy and Water)

GPO Box 578 Civic
Square, ACT 2608

Call:
+612 6207 7740

Email:
acatenergycomplaints@act.gov.au

Translating and
Interpreting Service: **131 450**

Queensland

Energy and Water Ombudsman Queensland

PO Box 3640
South Brisbane, QLD 4101

Free call:
1800 662 837

Enquiries email:
info@ewoq.com.au

Complaints email:
complaints@ewoq.com.au

Translating and
Interpreting Service: **131 450**

TTY hearings impaired service: **133 677**