



Complaints Handling Policy

1. Our commitment

- 1.1 At 85 Energy Pty Ltd., we strive to deliver quality services and the best possible products for our customer's needs.

2. Policy

- 1.2 We understand there may be situations when you may feel dissatisfied with the services or products that we provide and you may wish to make a complaint. This Complaints Handling Policy is intended to ensure that we handle complaints effectively and in a timely manner.

3. Definitions

- 3.1 For the purposes of this policy:
- (a) **Complaint** means an expression of dissatisfaction made to or about us, relating to our products, services, staff or our handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required;
 - (b) **Complainant** means any person, organisation or their representative making a complaint.

4. How to make a complaint

- 4.1 You may make a complaint:
- 4.1.1 Via our website (further instructions are provided in **Appendix A**);
 - 4.1.2 By calling us on 1300 13 13 85;
 - 4.1.3 By writing to us addressed to the "Complaints Handling Officer" by email to admin@85energy.com.au or by post to 1 Howe Street Tarneit VIC 3029.

5. Principles of objectivity

- 5.1 Your complaint will be handled in an equitable, unbiased and objective manner. We aim to resolve the complaint without assigning blame.
- 5.2 We shall comply with the below principles when managing your complaint:
- 5.2.1 Impartiality – We will avoid any bias in dealing with your complainant, the person you complain about.
 - 5.2.2 Confidentiality – We will treat your identity confidentially.
 - 5.2.3 Completeness – We will investigate all of the facts in handling the complaint;



5.2.4 Accessibility – You may make your complaint at any reasonable point or time;

5.2.5 Equitability – We will give equal treatment to all people;

6. Three level model of complaint handling

6.1 Our complaint management system incorporates three levels of complaint management:

6.1.1 Level 1: Frontline complaint handling – early resolution

6.1.2 Level 2: Internal assessment, internal investigation, facilitated resolution or review

6.1.3 Level 3: External assessment, investigation, ADR or review.

6.2 Our aim is to resolve the majority of complaints at the first level-the frontline. At each level either the complainant or we can decide to escalate the issue to a higher level. However there may be serious cases where either party can escalate the case to the highest level.

6.3 Level 1: Frontline complaint handling – early resolution

6.3.1 It is our aim to address the majority of complaints by frontline or early resolution.

6.4 Level 2: Internal assessment, internal investigation, facilitated resolution or review

6.4.1 The seriousness of some complaints will be escalated to the second level of complainant handling. Or if a complainant is dissatisfied with how their complaint was handled at Level 1, they can request that the complaint proceed to the second level.

6.4.1.1 Internal assessment - The information provided by you will be assessed to determine whether, and if so how, the complaint can be dealt with by 85 Energy. Such an assessment might consider such issues as-

6.4.1.1.1 the nature and seriousness of the matters alleged;

6.4.1.1.2 the complainant's desired outcome;

6.4.1.1.3 whether there is any utility in taking the matter further;

6.4.1.1.4 the adequacy of the information provided;

6.4.1.1.5 the options available to address the complainant's concerns;

6.4.1.1.6 the appropriate level at which the matters alleged or complained about can be addressed by 85 Energy;

6.4.1.2 Internally facilitated resolution - Where 85 Energy's line manager talks with you to see if some form of mutually acceptable resolution can be achieved. Where appropriate, this process may include facilitating a discussion between the frontline staff member, line manager and the complainant.

6.4.1.3 Internal investigation - Investigating allegations that raise significant issues for either 85 Energy or you. Depending on the circumstances, such investigations may be undertaken by an appropriate manager or an external advisor.

6.4.1.4 Internal review - A more senior member of staff or a line manager may review the decision of the frontline staff member or the outcome of any internal assessment or investigation of the complaint. Appropriate senior staff should be given a broad discretion to overturn previous decisions and apply remedies.

6.5 Level 3: External assessment, investigation, ADR or review

6.5.1 If we are unable to resolve your complaint in Level 1 and/or Level 2, or if you are dissatisfied with the outcome that we have made in Level 1 and/or 2, then you may refer the matter as follows:

6.5.1.1 **Consumer Affairs/Fair Trading**

If you are not satisfied with the outcome of your complaint, you may refer your complaint to with the relevant Consumer Affairs/Fair Trading office from the following list.

ACT: Access Canberra
Phone: 13 22 81
Postal: Fair Trading, GPO Box 158, Canberra City ACT 2601

NSW: Fair Trading
Phone: 13 32 20
Postal: PO Box 972, Parramatta 2124

NT: Consumer Affairs
Phone: (08) 8999 1999 or 1800 019 319
email: consumer@nt.gov.au
Postal: PO Box 40946, CASUARINA NT 0811

Qld: Office of Fair Trading Queensland
Phone: 13 QGOV (13 74 68)
email: BrisbaneOFT@justice.qld.gov.au
Postal: GPO Box 3111, Brisbane QLD 4001

SA: Consumer and Business Services
Phone: 13 18 82
Postal: GPO Box 1719, Adelaide SA 5001

Tas: Consumer, Building and Occupational Services (CBOS)
Phone: 1300 654 499
email: cbosinfo@justice.tas.gov.au
Postal: PO Box 56, Rosny Park TAS 7018

Vic: Consumer Affairs Victoria
Phone: 1300 558 181
Postal: GPO Box 123, Melbourne VIC 3001

WA: Consumer Protection - Department of Mines, Industry Regulation and Safety
Phone: 1300 304 054
email: consumer@dmirs.wa.gov.au
Postal: Department of Mines, Industry Regulation and Safety, Consumer Protection, Locked Bag 100 EAST PERTH WA 6892

ACCC: Australian Competition & Consumer Commission
Phone: 1300 302 502
Postal: GPO Box 3131, Canberra ACT 2601



6.5.1.2 **Court or Tribunal**

In the event that you are still not satisfied with the outcome of your complaint by Consumer Affairs/Fair Trading, then you may approach the relevant Court or Tribunal in your State/Territory.

7. Complaints register

7.1 All complaints, and outcomes of each complaint will be logged in our Complaints Register.

8. Keeping you informed

8.1 We will advise you as soon as possible of receipt of your complaint and the expected timeframe for resolution of that complaint.

9. How long will we take to deal with your complaint

9.1 We will advise you of the outcome of your complaint within 15 business days of receipt.

9.2 However where additional time is required we will inform you of the need for more time to complete the investigation and we will complete the investigation within 25 business days of receipt of the complaint.

10. No cost

10.1 There is no cost involved to you for making a complaint to us.

11. Unreasonable conduct

11.1 Complaint conduct is likely to be unreasonable where it involves behaviour which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for 85 Energy or its staff. Examples include unreasonable behavior (eg. verbal abuse to our staff), unreasonable persistence, unreasonable demands, unreasonable lack of cooperation.

11.2 We kindly request that complainants treat our staff with respect at all times.

12. Acknowledgments

12.1 This policy has been drafted taking into account the Australian and New Zealand Standard Guidelines for complaint handling in organizations AS/NZS 10002:2014.

13. Review

13.1 We will review this policy regularly.



Appendix A

How to make a complaint online using 85 Energy website

Complaint Compliance Form

Complaint ID: _____

Officer's Name(receiving complaint): _____ Officer's
Title/Selection & Division: _____

Location/Address: _____

Date: _____

Time: _____

Form of Complainant (Tick): Written ___ Verbal(Phone) ___ Verbal(Face to Face) ___

Name and Contract details of complainant _____

Brief description of complaint including services or practices complained about:

Remedy Required

Due Date for responsive: _____

Due Date to Complaint (20 working days of Receipt Date): _____

Response Date (To Complaint): _____

Reason's for extension in provision of response:

Summary of Response:

Outcome of Response:

Cause of Complaint:

Rectification of Complaint:
