



**oc** energy

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## Complaints Handling Policy

# OC Energy – Complaints Handling Policy

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## Introduction

OC Energy is open to the receipt of complaints, seeks to learn from complaints, and seeks to improve.

OC Energy adopts a customer centric approach in its complaints management program by ensuring that our program is accessible, free of charge, and transparent.

This document sets out OC Energy's policy with respect to accepting, recording, and resolving complaints.

## Definition of 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, letter, email, facsimile). 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 OC Energy, its employees, agents, contractors or other representatives.

Complaints also include:

- Failure by OC Energy to observe its published or agreed practices or procedures or in respect of a product or service offered or provided by OC Energy or its representatives;
- Where a customer threatens to involve, or enquired 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 OC Energy 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.

## Complaints Management

OC Energy aims to implement a complaints management program that is consistent with AS ISO 10002-2006.

In managing complaints, OC Energy seeks to recognise areas that it can improve (in the products and services that it offers and in the delivery of its products and services).

## Promoting our Complaints Management Program

OC Energy will publish this policy on its website. OC Energy will actively refer customers to this document where appropriate.

OC Energy is committed to promoting and ensuring visibility of our complaints management program and to this end will:

- make this policy available free of charge;
- refer customers to interpretation services where required to assist in the resolution of complaints;
- make special arrangements for those with a disability, ensuring that they have access to this policy and are aided in the resolution of their complaint; and
- use appropriately trained staff, ensuring that relevant staff have training in the resolution of complaints and in cross-cultural communication.

## Responsiveness

OC Energy 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, OC Energy will:

- Accept complaints lodged on our website, in person, by telephone, facsimile, 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 OC Energy employee or contractor. That employee or contractor 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.

OC Energy 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.

Top level management of OC Energy is responsible for:

- Establishing the complaints management program;
- Establishing and implementing the process of complaints management;
- Allocating resources to ensure compliance with obligations under applicable laws and this policy;
- Promoting and advocating for a customer centric approach in the company as a whole and in the resolution of complaints;
- Reporting to the board on the management of complaints, including the number and nature of complaints received; and
- Continually reviewing the effectiveness of the complaints management program including the processes in place to give effect to the program.

The OC Energy board take overall responsibility for the implementation of the complaints management program. The OC Energy board are responsible for the implementation of improvements identified from the receipt of complaints.

## **Recording complaints**

Complaints must be recorded on OC Energy's 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 should be recorded and categorised as a complaint, irrespective of the number of times the caller has made contact with OC Energy on an issue.

Complaints will be tracked, from the time that they are received through to the resolution. In tracking the resolution of complaints, OC Energy 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.

## **Monitoring and Improving**

Complaints will be tracked at an individual and group level with any systemic issues identified regularly to the compliance committee and board.

OC Energy's board will review any systemic issues identified and then seek to implement, via top level management, improvements to address such issues.

## **A customer's right to complain**

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 so, we are obliged to abide by this Policy.

With respect to billing disputes, or disputed amounts owed, OC Energy will only seek to recover the lesser of:

- The proportion of the bill that is not disputed or the subject of review; or
- An amount equal to the average amount of the customer's bills in the previous 12 months (excluding the bill in dispute).

## 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 OC Energy managing complaints will be required to review the complexity, urgency and sensitivity of any complaint received and seek assistance from a supervisor or specialist 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. OC Energy will provide the contact details for Energy Ombudsman schemes on request and will seek to assist any complainant in lodging a complaint with an Energy Ombudsman Scheme on request.

## Our commitment to customers

In all instances, we must:

- 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 on the basis of the merits of each complaint;
- Provide customers with the option of internal escalation or a referral to an energy ombudsman scheme where requested or appropriate; 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.

## Contact us to lodge a complaint

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

By Post: *12/636 St Kilda Rd, Melbourne VIC 8004*

Phone: 1300494080

Fax: +613 8888 7978

Interpreter: 131 450 - For help using an interpreter visit [TIS](#)

NRS: 133 677 - For help using this service visit [NRS](#)

Email: [complaints@ocenergy.com.au](mailto:complaints@ocenergy.com.au)

## Contact details for the Energy Ombudsman Schemes

If a customer is not satisfied with our response or investigation into a complaint they may contact the Energy Ombudsman in their state. On request, customers must be provided with the contact details of their Energy Ombudsman.

Energy and Water Ombudsman of New South Wales

By Post: PO Box 1343, Haymarket NSW 1240

Free call: 1800 246 545

Free fax: 1800 812 291

Interpreter: 131 450 - For help using an interpreter visit [TIS](#)

NRS: 133 677 - For help using this service visit [NRS](#)

Email: [omb@ewon.com.au](mailto:omb@ewon.com.au)

## Version Control

<b>Version</b>	<b>Amendment</b>	<b>Author and date</b>
Draft Version 0.1	Initial draft for review by OCE	DJH 22-06-13
Draft Version 0.2	Comments on Draft by JOK	JOK 17-07-13
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Version 2	Update to definition of complaint, noting internal obligations, updates to policy consistent with relevant standards	CJ 6-01-17
Version 3	Minor amendments to reflect OC Energy processes	MM 21-08-17