

# People Energy's Complaints and Dispute Resolution Procedure

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At people Energy, We understand how important our customers are and will always endeavour to provide a high level of service.

Our complaints and dispute resolution policy & procedures was set out to meet the requirements as per the Australian Standard AS ISO 10002: 2006- (Customer satisfaction – Guidelines for complaints handling in organisations).

## Our Principles

Our guiding principles are set out on People Energy's Complaints and dispute Resolution policy. We will aim to manage, assess and resolve customer complaints based on its individual merit. All complaints will be managed in an equitable, objective and unbiased manner through our complaints handling process.

We strive to enhance our customer satisfaction by addressing the need and expectations of customers by providing a fair and reasonable resolution in a timely manner.

## People Energy's customer commitment:

- Provide a clear, accessible and fair process for customers or prospective customers to raise a complaint or dispute with People Energy;
- Encourage prompt internal reporting of actual or potential compliance breaches; and clearly set out requirements for investigating and resolving complaints;
- Develop and maintain adequate resources, effective processes and supporting systems;
- Provide regular staff training which enables Employees to effectively identify, receive and resolve complaints;
- Ensure the continuing effectiveness of the Complaints Handling Framework through regular review and continuous improvement.

## Our Complaints Handling Process:

When dealing with any complaints raised by our customers we will:

- Acknowledge the receipt of your complaint;
- Recognise your right to raise a concern about your energy supply with us;
- Take ownership of the problem on your behalf;
- Attempt to resolve the issue as quickly as possible (i.e. within ten business days, or for more complex issues resolved by a date agreed with you);
- Keep you informed about the progress of your issue via your preferred method of communication, (i.e. phone, fax, email, or post);
- Inform you of the outcome of the complaint process; and provide you the reasons for reaching the final outcome to your complaint. ;

- Advise you of your right to escalate the complaint within People Energy, or you can contact your state ombudsman. You'll find their details below;
- Review the complaints received from all of our customers on a regular basis to improve our business processes and offer you better service

## How to contact us

### By Phone:

You can contact our friendly Customer Care team on 1300 788 970 Monday to Friday 08:30am to 07:30pm (AEST) | Weekends and Public Holidays - Closed

### By Mail:

You can write to us at;

People Energy Pty Ltd  
Locked Bag 5757,  
Melbourne GPO  
VIC 3000

## Online

You can simply fill out the online form and submit. One of our friendly Customer Care team member will get back to you as soon as possible. [Contact us online](#)

## Complaint Management

If you feel your complaint has still not been adequately resolved, you have the right to lodge your complaint with your state ombudsman. The Ombudsman provides an independent and free dispute resolution service for customers who are unable to resolve their complaint with their energy retailer. You can also contact the relevant state ombudsman directly before or after you raise your concerns with us.

## Ombudsman

People Energy is a member of each of the four Energy Ombudsman Schemes listed below.

If a complaint is not resolved to your satisfaction, you have the right to have the complaint referred to the relevant state Energy Ombudsman. The Ombudsman provides a free dispute resolution service for customers that have been unable to resolve their concerns and dispute with the retailer directly.

The relevant Ombudsman contact details are:

### Energy and Water Ombudsman (Victoria)

**Tel:** 1800 500 509 | **Website:** <http://www.ewov.com.au>

### Energy and Water Ombudsman (South Australia)

**Tel:** 1800 665 565 | **Website:** <http://www.ewosa.com.au>

### Energy and Water Ombudsman (New South Wales)

**Tel:** 1800 246 545 | **Website:** <http://www.ewon.com.au/>

### Energy and Water Ombudsman (Queensland)

**Tel:** 1800 662 837 | **Website:** <http://www.ewoq.com.au>

## **Charges**

We value your input and we endeavour to continually improve our services to you. People Energy will not charge our customers any administration or internal fees associated with managing / resolving your complaint.

## **Privacy & Confidentiality**

People Energy understands the importance you place on privacy. People Energy respects and commits to protect the privacy of our customers, shareholders and everyone we deal with in our business. For complaint handling, People Energy is committed to maintaining the confidentiality of your personal information and will not disclose it to third parties unless required to do so under relevant privacy legislation.