



Smart Energy Retail Pty Ltd
ABN 49 639 060 405

Complaints Policy

1. Smart Energy Dispute Resolution Policy

In keeping with Smart Energy's Retail Licence obligations and Compliance Framework, Smart Energy will undertake a number of activities to ensure that customer complaints are managed in an efficient and timely manner and in accordance with the terms of Smart Energy's Retail Licence. At Smart Energy, we believe in loyalty to our customers, not the other way round.

This Complaints Policy has been developed by Smart Energy following the consideration of a number of factors. It is recognised that maintaining an effective and efficient Complaints Management System will contribute towards increasing customer satisfaction, customer retention, early recognition of system and process failures, quality management systems, as well as an effective compliance and risk monitoring system.

2. What is a complaint?

"A verbal or written expression of dissatisfaction about an action, a proposed action or a failure to act, or in respect of a product or service offered by or provided by a retailer, its employees or contractors where a response or resolution is explicitly or implicitly expected. This includes failure by a retailer to observe its published practices or procedures".

3. Relevant matters?

A relevant matter means a matter arising between a customer and an energy retailer under or in connection with the applicable regulatory instruments, including but not limited to:

- a. Carrying out of an energy marketing activity;
- b. A retailer's obligations before a retail contract is formed; or
- c. A retailer's obligations under its customer retail contract.

Relevant matters do not include matters concerning the setting of tariffs and charges of retailers.

4. What we will do

We endeavour to address all complaints in a timely manner. Our complaints handling process is reviewed periodically to ensure your concerns are resolved and the outcome improves the way we provide our services to you.

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

- a. accurately record the details of the complaint as part of Smart Energy's complaint management process, give it fair and genuine consideration and seek to achieve a fair outcome.
- b. allocate all complaints to a complaints officer.
- c. inform the customer that it is obliged to handle a complaint made by a customer in accordance with this Policy which can be found on the website or a copy of which can be provided to the customer on request.
- d. enquire into the complaint within a reasonable timeframe, having regard to the nature and complexity of the complaint.
- e. keep customers informed of any progress.
- f. treat the complaint respectfully and handle all personal information in accordance with the Privacy Act and our Privacy Policy.
- g. If appropriate, make changes to remedy the situation to prevent the situation reoccurring.
- h. Review the complaints received from all of our customers on a regular basis to improve our business processes and offer you better service.

5. Charges

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



6. How to contact us

Our commitment to addressing your concerns is highlighted by our accessibility in the various forms you can submit your complaints to us.

You can call us **1300 133 055** on weekdays, between 8:00am and 6:00pm AEST. We are closed during National Public Holidays.

Or alternatively write to us at Smart Energy Complaints by emailing us at hello@smartenergygroup.com.au. Please provide the following basic information with this correspondence: account number (if available), your name and preferred contact details and a description of your complaint.

7. Ombudsman

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.

ACT Civil and Administrative Tribunal

(02) 6207 7740

acat.act.gov.au

Energy and Water Ombudsman NSW

1800 246 545

ewon.com.au

Energy and Water Ombudsman Queensland

1800 662 837

ewoq.com.au

Energy and Water Ombudsman South Australia

1800 665 565

ewosa.com.au

Energy and Water Ombudsman Victoria

1800 500 509

ewov.com.au

Energy Ombudsman of Tasmania

1800 001 170

energyombudsman.tas.gov.au

Energy Ombudsman of Western Australia

08 9220 7588

ombudsman.wa.gov.au

Note: All Ombudsman Complaints are handled by Smart Energy's Compliance team.

8. Language Assistance

For interpreter services for languages other than English please call our friendly Customer Care Team on **1300 133 055**.

9. Privacy

Smart Energy understands the importance you place on privacy. Smart Energy respects and commits to protect the privacy of our customers, shareholders and everyone we deal with in our business. For complaint handling, Smart 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.

