

Microgrid Power Complaints and Dispute Resolution Procedure

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1. Introduction

- 1.1 This document sets out Microgrid Power's policy with respect to accepting, recording, and resolving complaints.
- 1.2 Microgrid Power is committed to freely receiving and resolving complaints in an accessible and transparent way.
- 1.3 Microgrid Power, through this document, makes the commitment to continual quality improvement by taking into consideration the data provided by the implementation of an effective complaints management system.

2. Definition of Complaint

- 2.1 A complaint is an expression of dissatisfaction and it can be received:
 - a. On the basis of products and/or services provided by us or our agents, contractors and other representatives;
 - b. Due to perceived inadequacies in the complaints handling process itself.
- 2.2 Microgrid Power will consider all complaints as opportunities to improve and they will be freely received by telephone, in writing (for example, letter, email, facsimile) or in person.
- 2.3 Specifically, a complaint is where a customer expresses dissatisfaction and seeks a response or resolution regarding the conduct, action, proposed action, or failure to act by Microgrid Power, its employees, agents, contractors or other representatives.
- 2.4 Complaints also include:
 - a. Failure by Microgrid Power to observe its published or agreed practices or procedures;
 - b. Failure in respect of a product or service offered or provided by Microgrid Power or its representatives;
 - c. Where a customer threatens to involve, or seeks information about involving a third party, such as the jurisdictional energy ombudsman or a Member of Parliament; and

- d. Where a complaint is directed to Microgrid Power on behalf of the customer by an energy ombudsman scheme.
- 2.5 Where a complaint relates to more than a single aspect of Microgrid Power's services or products, a separate complaint will be recorded for each aspect.

3. Complaints Management

The guiding principles for Microgrid Power's complaints management program are contained in AS/ISO 10002-2014 (Customer satisfaction— Guidelines for complaints handling in organisations).

4. Promoting our Complaints Management Program

- 4.1 Microgrid Power will publish the Standard Complaints and Dispute Resolution Procedures on its website and it will be actively brought to the attention of customers.
- 4.2 Microgrid Power is committed to promoting and ensuring visibility of our complaints management program. To achieve this we will:
 - a. Make this procedure available free of charge;
 - b. Arrange for an interpreter (free of charge) where required to both interpret the policy and facilitate the resolution of complaints;
 - c. Make special arrangements for people with disabilities, ensuring that they and their advocates have access to this policy and are aided in the resolution of their complaint. The procedure and other documentation will also be available in large print Braille or audiotape on request (free of charge); and
 - d. Ensure that all relevant staff have training in the resolution of complaints and access to resources for cross-cultural communication and communication with customers with special needs.

5. Responsiveness

- 5.1 Once a complaint has been received a representative from Microgrid Power will immediately acknowledge the complaint and prioritise it for resolution.
- 5.2 Higher priority will be given to those complaints where there is perceived financial hardship, disconnection of energy supply and matters relating to health and safety.
- 5.3 In all instances, Microgrid Power will:
 - a. Freely accept complaints lodged on our website, in person, by telephone, facsimile, email or letter;
 - b. Acknowledge any complaint received as soon as possible;
 - c. Begin an investigation into the reasons for a complaint within 24 hours of acknowledgment;
 - d. Keep the complainant updated about the investigation and any proposed resolution;
 - e. Notify the complainant as soon as possible of the outcome of our investigation and any proposal we have for resolution; and
 - f. Provide the complainant with the option of an internal review of their complaint if they are unsatisfied with the outcome of the investigation or the proposed resolution.

6. Responsibilities

- 6.1 All staff must comply with this procedure as well as the Retail Law and Retail Rules and any Guidelines published by the AER or AEMO.
- 6.2 Complaints can be made to any Microgrid Power employee or contractor. That employee or contractor is then required to report any complaint received to the Customer Service Manager.
- 6.3 All employment contracts will stipulate that employees have an obligation to report on any suspected compliance breaches.
- 6.4 Microgrid Power will ensure that the management of complaints is not hindered by a lack of resources.
- 6.5 It will also ensure that adequate programs are in place to train staff in the resolution of complaints and the implementation of this policy.

- 6.6 Top-level management of Microgrid Power is responsible for:
- a. Establishing the complaints management program;
 - b. Establishing and implementing the process of complaints management;
 - c. Allocating resources to ensure compliance with obligations under applicable laws and this procedure;
 - d. Promoting and advocating a customer centric approach to the resolution of complaints;
 - e. Reporting to the board on the management of complaints, including the number and nature of complaints received;
 - f. Continually reviewing the effectiveness of the complaints management program including the processes in place which give effect to the program; and
 - g. Establishing an adequate training program to ensure all relevant staff, agents, contractors and other representatives comply with this policy.

7. The Microgrid Power board:

- 7.1 Takes overall responsibility for the implementation of the complaints management program.
- 7.2 Must ensure that quality improvements are made based on areas identified by genuine complaints.

8. Recording complaints

- 8.1 As soon as complaints are received, they must be recorded on Microgrid Power's customer management system.
- 8.2 Complaints will be recorded with all relevant information provided and a unique identifier.
- 8.3 Each recording will include:
- a. The resolution requested by the complainant;
 - b. The date of the complaint;

- c. A description of the complaint;
 - d. The expected date for a response or resolution; and
 - e. The established priority of the complaint.
- 8.4 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.
- 8.5 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 Microgrid Power on an issue.
- 8.6 Complaints will be tracked, from the time that they are received through to the resolution.
- 8.7 When tracking the resolution of complaints, Microgrid Power will make sure that response deadlines are met and the complaint is efficiently resolved.
- 8.8 Throughout the process, the customer will be kept informed and updated on a regular basis.

9. Customer Read Estimates

- 9.1 Small customers with accumulation meters have the right to conduct their own reading of their meter if their bill is based on an estimate. This self-read is known as a 'customer read estimate'. Customers can find more information on customer read estimates at can be accessed here at <https://www.microgridpower.com.au/documents>.
- 9.2 Where Microgrid Power does not accept a customer read estimate, we will notify the customer of the reasons for the decision and allow the customer an opportunity to rectify the self-read.
- 9.3 Microgrid Power will deal with complaints in relation to customer read estimates in accordance with its standard complaints process outlined in this procedure.

10. Monitoring and Improving

- 10.1 Complaints will be tracked at an individual and group level.

- 10.2 Any systemic issues identified will be brought to the attention of the Compliance Committee and Board during their monthly meetings
- 10.3 Microgrid Power's board will direct top-level management to address systemic issues identified during a complaints process.

11. A customer's right to complain

- 11.1 Customers have a right to lodge a complaint at any time.
- 11.2 Once a complaint is received it will be dealt with in accordance with this procedure.

12. Internal and external escalation

- 12.1 At any time, a customer may request an internal escalation of their complaint and such a request will be granted.
- 12.2 Complaints will also be escalated where they are complex, urgent, or sensitive.
- 12.3 At the time that the complaint is received, customers will be immediately informed that they have the right to escalate if they are dissatisfied with the process being followed.
- 12.4 Individual staff who manage 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.
- 12.5 If a customer is not satisfied with Microgrid Power's response to their complaint, they will be informed of their ability to contact the Energy Ombudsman in their state; as you always have the option to contact the Energy & Water Ombudsman for assistance or review of the outcome of your complaint..
- 12.6 Microgrid Power will provide the contact details for Energy Ombudsman schemes on request and will assist any complainant in lodging a complaint with an Energy Ombudsman Scheme on request.

13. Our commitment to customers

- 13.1 In all instances we will:

- a. Treat customers with respect;
- b. Take any complaints seriously;
- c. Respect our customers' privacy;
- d. Manage complaints with impartiality;
- e. Properly investigate and report on complaints;
- f. Resolve complaints with proper consideration to the facts of each complaint and on the basis of the merits of each complaint;
- g. Provide customers with the option of internal escalation or a referral to an energy ombudsman scheme where requested or appropriate; and
- h. Ensure equitable access to our complaints management program and equitable resolutions.

13.2 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.

14. Contact us to lodge a complaint

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

Our contact details:

2/176-180 Euston Rd, Alexandria NSW 2015

1300 647 888

support@microgridpower.com.au

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

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

15. Contact details for the Energy Ombudsman Schemes

The Energy and Water Ombudsman in each state is a free and independent service that can provide information, advice and assistance to customers. All our customers have the right to

contact the Energy & Water Ombudsman at any time for independent advice and information. However, we do hope you will contact us directly to allow us the opportunity to rectify any issue. If a Complainant is not satisfied with Microgrid Power'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 for assistance or review of the outcome of the complaint.

The contact details for the Energy Ombudsman in each state are listed below:

Energy & Water Ombudsman NSW (EWON)

Freecall: 1800 246 545

Freefax: 1800 812 291

Online: www.ewon.com.au

Email: complaints@ewon.com.au

Mail: Reply Paid 86550, Sydney South NSW 1234

Energy and Water Ombudsman Queensland

Freecall: 1800 662 837

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

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

Fax: (07) 3006 2670

Online: <http://www.ewoq.com.au/submit-a-complaint>

Email: complaints@ewoq.com.au or info@ewoq.com.au

In person: Level 16/53 Albert Street, Brisbane City QLD 4000

ACT Civil and Administrative Tribunal (ACAT)

Phone: (02) 6207 7743

Fax: (02) 6207 7739

Email: ewcomplaints@act.gov.au

PO Box 578

Civic Square ACT 2608

Energy and Water Ombudsman South Australia

Phone: 1800 665 565

Website: <https://ewosa.com.au/submit-a-complaint>

GPO Box 2947

Adelaide SA 5001