

## 1. Introduction

Iberdrola Australia supplies retail energy solutions to large business customers in the National Electricity Market (NEM) jurisdictions of Queensland, New South Wales, South Australia, Victoria, and the Australia Capital Territory.

Iberdrola Australia is committed to providing complainants with an efficient complaint handling process. As part of an overarching corporate governance framework, Iberdrola Australia endorses this Complaints Handling Policy.

## 2. Purpose of this policy

This policy provides guidance to Iberdrola Australia's energy retail customers about how to make a complaint and how that complaint will be managed fairly, efficiently, and effectively.

This policy also provides guidance about the key principles and concepts of our complaint management system to assist employees and customers who wish to make a complaint.

## 3. Making a complaint

A **Complaint** is an expression of dissatisfaction made to or about Iberdrola Australia, its energy retail services, employees or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Iberdrola Australia is committed to seeking and receiving feedback and complaints about its services, systems, practices, procedures, and complaint handling process. Any concerns raised via feedback, or a complaint will be dealt with within a reasonable timeframe.

A complaint can be made verbally (by telephone or in person) to an Iberdrola Australia employee or in writing (including by letter, email, etc.). Complaints can also be made anonymously. There is no charge for lodging a complaint, and these can be made via the following methods:

- Telephone: **1800 514 843**
- Email: **enquiries@iberdrola.com.au**
- Post: **Level 22, Governor Phillip Tower, 1 Farrer Place, Sydney NSW 2000**

## 4. Importance of complaints

Ultimately, Iberdrola Australia is committed to providing the best possible services and solutions to our customers. Customer opinions about those services and solutions are vital to ensure we meet our objectives and continuously improve. In addition, complaints are important because they can provide valuable insights into the areas of the business that may

need development or improvement. They can be an early warning of a potential compliance issue. They provide Iberdrola Australia the opportunity to examine its processes and procedures, evaluate their effectiveness, and if necessary, refine or improve those processes and procedures.

Iberdrola Australia continuously monitors its complaint management system and its effectiveness in responding to and resolving complaints, including identifying and correcting any deficiencies in the operation of the system.

## 5. Complaints handling process



When responding to complaints, Iberdrola Australia employees will act in accordance with this Policy as well as any other internal documents providing guidance on the management of complaints. This will also include consideration of any relevant legislative and/or regulations when responding to complaints and feedback.

### 5.1 Complaints handling process stages

Stage	Activities & actions
1. Receive complaint	<p>When received, Iberdrola Australia will record the complaint and any supporting information. This record will be provided to the designated Retail Compliance Officer ('Compliance Officer'), who will assign each complaint a unique reference number in the Complaints Register.</p> <p>The record of the complaint will document:</p> <ul style="list-style-type: none"> <li>• the contact information of the person making the complaint,</li> <li>• issues raised by the person making a complaint and the outcome/s they seek, and</li> <li>• any other relevant information.</li> </ul>
2. Acknowledge complaint	<p>Iberdrola Australia will acknowledge receipt of each complaint immediately or as soon as practicable, and normally within five business days.</p>

Stage	Activities & actions
<p>3. Assess and investigate complaint</p>	<p>Iberdrola Australia will aim to investigate the complaint as quickly and efficiently as possible. In some cases, we hope to take action and resolve the complaint immediately.</p> <p>However, depending on the nature of the complaint, it may take longer. If this is the case, we will keep the complainant informed as to the expected resolution timeframe.</p> <p>Iberdrola Australia will assess whether the matter raised in the complaint is within its control. We will also consider the outcome sought by the complainant and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.</p> <p>Once a complaint is assessed, Iberdrola Australia will consider how best to manage it, which may include:</p> <ul style="list-style-type: none"> <li>• providing the complainant with information or an explanation,</li> <li>• gathering information from the product, person, or area that the complaint is about, or</li> <li>• investigating the claims made in the complaint.</li> </ul> <p>Iberdrola Australia will communicate the outcome of the complaint, with any actions taken tailored to each case and consistent with any applicable regulatory requirements and timeframes.</p> <p>Where employees are unable to efficiently resolve the complaint, it will be escalated to a senior manager.</p>
<p>4. Resolve complaint and explain decision</p>	<p>Once Iberdrola Australia has assessed and investigated the complaint, it will contact the complainant and advise them of:</p> <ul style="list-style-type: none"> <li>• the outcome of the investigation</li> <li>• the reasons for any decisions taken</li> <li>• the proposed or completed remedy or resolutions, and</li> <li>• any options for review that may be available to the complainant if they are not satisfied with the proposed or completed resolution actions. These may include an internal review with a senior manager, external review, external dispute resolution or appeal.</li> </ul> <p>During an investigation, any applicable privacy obligations under the <i>Privacy Act 1988</i> regarding an individual involved in the matter, and any applicable exemptions in or made pursuant to that Act, will be considered before sharing relevant findings with the complainant.</p>

Stage	Activities & actions
5. Options for redress and close complaint	<p>Iberdrola Australia will contact the complainant with a resolution and will request their approval either verbally over the phone, via email, or letter.</p> <p>If the complainant accepts the resolution, Iberdrola Australia will close the complaint.</p> <p>If the complainant doesn't accept the proposed or actioned resolution, or at any time during the complaint process, they can:</p> <ul style="list-style-type: none"> <li>• ask for the complaint to be escalated internally to a senior manager, or</li> <li>• escalate the complaint to the relevant third-party dispute resolution scheme. The contact details for the relevant external dispute resolution schemes can be found below in the next section.</li> </ul>
6. Record keeping and reporting	<p>Iberdrola Australia will keep records concerning:</p> <ul style="list-style-type: none"> <li>• How it managed the complaint</li> <li>• The outcome of the complaint (including whether it or any aspect of it was substantiated, any recommendation(s) made to address problems identified, and any decisions made on any such recommendations), and</li> <li>• Any outstanding actions that need to be followed up.</li> </ul> <p>Implemented outcomes, outstanding actions and their progress will be monitored and reported to the Compliance Officer, the Retail Compliance Committee (RCC), and, as necessary, other senior management.</p> <p>The Compliance Officer maintains a Complaints Register to track customers' or potential customers' complaints. Any complaints are reported regularly to the RCC.</p>

## 5.2 External dispute resolution schemes for escalating a complaint in the ACT or Victoria

The contact details for the relevant external dispute resolution schemes can be found below.

*For customers in the ACT:*

**ACT Civil & Administrative Tribunal (ACAT)**

Mail: GPO Box 370 Canberra, ACT 2601

[www.acat.act.gov.au](http://www.acat.act.gov.au)

Email: [acatenergyandwater@act.gov.au](mailto:acatenergyandwater@act.gov.au)

Phone: 02 6207 1740

*For customers in Victoria:*

**Energy & Water Ombudsman VIC (EWOV)**

Reply Paid 469, Melbourne VIC 8060

[www.ewov.com.au](http://www.ewov.com.au)

Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

Phone: 1800 500 509 (free call)

Phone: +61 3 8672 4410 (from overseas)

Fax: 1800 500 549

## 6. Accessing this policy

This policy is available on Iberdrola Australia's website and a copy of this policy will be made available to any complainants on request, free of charge.

## 7. Review of this policy

This policy will be reviewed at least every year or more frequently as circumstances warrant.