



Customer & Stakeholder Management

Handling Customer Complaints

Customer Service

March 2017

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1.0 Procedures for Handling Customer Complaints

1.1 Purpose

Our Business Purpose is to be of service to our communities by efficiently distributing electricity to our customers in a way that is safe, reliable and sustainable. While we strive to provide excellence in customer service, occasionally you may wish to make a complaint about the services we provide.

1.2 Who can make a complaint?

Anyone can make a complaint about our services or the complaints handling process itself. That service must relate to the delivery of your electricity through our poles and wires. There is no charge for making a complaint.

1.3 How do you make a complaint?

1.3.1 By Phone

You can register your complaint over the phone by contacting one of our Customer Service Providers on 133 718 during business hours. Your concerns will be resolved at the first point wherever possible and referred to our Customer Advocacy team for further investigation when up front resolution is not possible. You can also contact our Customer Advocacy team direct toll free on 1800 806 698. Interpreter services are available if required by calling 131 450.

1.3.2 By Mail

You can lodge a complaint in writing to:

Endeavour Energy
Customer Advocacy
PO Box 811
SEVEN HILLS NSW 1730

Your correspondence will be forwarded to the Customer Advocacy team for investigation and resolution. You do not need to put your complaint in writing to have it investigated however; you may be asked to provide some details in writing during the investigation to aid the resolution of your concerns.

1.3.3 Online – Internet

You can visit our internet site at www.endeavourenergy.com.au and complete the complaint form available on the 'How to make an enquiry or complaint' page. The details of your concerns will be sent to the Customer Advocacy team for investigation and resolution.

1.3.4 Email

You can visit our internet site at www.endeavourenergy.com.au and click on the email query link on the contact us page.

1.4 Handling Complaints

Endeavour Energy has a Customer Advocacy team who are dedicated to investigating and resolving customer concerns. When you raise a complaint or concern with us, your case will be assigned to a Resolutions Provider who will deal with your matter from end to end (unless escalation of the issue is required) in an equitable, objective and unbiased manner.

We aim to contact you about your concerns within 24 hours of receiving the complaint. While we attempt to resolve matters within seven days, different issues may mean a lengthier resolution period. Your Resolutions Provider should be able to provide you with an appropriate time frame in these instances. If the complaint takes longer than seven days to resolve we will provide you with periodical updates. You may also contact your Resolutions Provider at any time should you so wish.

After we have reviewed your complaint, you will be notified of our decision in relation to your complaint and, if required, we will put the decision in writing.

2.0 Energy & Water Ombudsman NSW

All our customers have the right to contact the Energy & Water Ombudsman NSW (EWON) 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 issues. EWON's contact details are below.

EWON can be contacted on 1800 246 545 or you may wish to visit their internet site at www.ewon.com.au.

3.0 Learning from Complaints

At Endeavour Energy we value the feedback and lessons learnt when dealing with complaints and concerns. In providing our service we have a responsibility to deal in a fair, open and honest way with all our customers; to review, challenge and improve work practices and processes which stand in the way of better standards of customer service.

A report on complaints is provided to our senior management team on a monthly basis so that they are aware of and can deal with any systemic issues that may have been identified.

The complaints handling process is reviewed periodically by the Customer Advocacy Manager with the aim of enhancing its delivery of efficient and effective outcomes.