



**SAVANT ENERGY POWER NETWORKS
STANDARD COMPLAINTS AND DISPUTE RESOLUTION POLICY
1 JULY 2017**

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SEPN STANDARD COMPLAINTS AND DISPUTE RESOLUTION POLICY

1. PURPOSE

SEPN recognises the value of customer complaints as an important tool in monitoring and responding to customer expectations. In order for SEPN to respond appropriately to complaints, the complaints should be properly recorded and assessed as part of an on-going complaints management process.

1.1 THE PURPOSE OF THE SEPN STANDARD COMPLAINT AND DISPUTE RESOLUTION POLICY (POLICY) IS TO:

- (a) Recognise, promote and protect customers' rights to complain about their dealings with SEPN.
- (b) Ensure that an accessible complaints management process is in place.
- (c) Take appropriate action to resolve complaints as required.
- (d) Provide a mechanism for resolving complaints in a timely, efficient and courteous manner.
- (e) Record, assess and review complaints on an ongoing basis in order to improve the products and services offered by SEPN.

2. OBJECTIVE

- (a) The objective of this Policy is to embed an effective and efficient complaints management process that is aligned with SEPN's business values, core vision and strategic objectives.
- (b) This Policy applies to all employees of SEPN and all individuals who wish to make a complaint relating to SEPN. Any dispute specific to other registered participants (as defined in the NER) and/or with AEMO will be handled in conjunction with the "Dispute Resolution – Registered Market participants and AEMO"
- (c) In developing this Policy, SEPN has adopted industry best practice and ensured that its customer complaints management process is compliant with the Australian Standard AS ISO 10002-2006 'Customer Satisfaction – Guidelines for complaints handling in organisations'.
- (d) The Policy is also supported by the various SEPN corporate policies and procedures that form part of our broader Governance Framework, in particular, SEPN's:
 - (i) Compliance Policy

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(ii) Risk Management Policy.

3. POLICY STATEMENT

- (a) SEPN recognises that all individuals have the right to complain, have their complaint heard and be treated with dignity and respect. Any individual who makes a complaint also has the right to not be discriminated against as a result of making the complaint. This means customers will not be treated unfavourably, including in the way SEPN communicates and provides services both during the resolution of the complaint and once the complaint is resolved.
- (b) SEPN recognises that complaints can often highlight gaps in our processes and encourages customers to raise issues so that they can be addressed.
- (c) The guiding principles from the AS ISO 10002-2006 'Customer Satisfaction – Guidelines for complaints handling in organisations' apply to SEPN in the following manner:

Commitment - The SEPN Board and Executive Team are committed to an integrated dispute resolution system and providing the necessary support and resources for the system to operate effectively (including the provision of appropriately trained employees, the implementation of an enterprise-wide internal complaints management process and the existence of a robust complaints reporting procedure).

Resources – SEPN has deployed the necessary resources to ensure that the Internal Dispute Resolution process operates effectively and efficiently, and that complaints are managed by staff have received sufficient training and are competent to deal with complaints that are received.

Visibility – SEPN informs its customers of its complaints management process which is provided to all customers who sign up to SEPN. This document is publically available at all times on the SEPN website. Employees who also receive and/or manage complaints have a thorough understanding of the SEPN complaints management process and can provide this information to customers upon request.

Accessibility – All individuals have the right to make a complaint to SEPN by any reasonable means (eg. telephone, email, online and in writing).

Responsiveness – SEPN deals with and responds to complaints promptly and keeps complainants informed of the process and the progress of their complaint.

Objectivity – Each complaint is addressed in an equitable, objective and unbiased manner. SEPN recognises the need to be fair to both the complainant and any employee involved in the handling of the complaint.

Charges – SEPN does not charge customers for the lodgment and processing of complaints.

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Confidentiality – All complaints are recorded and dealt with in the strictest confidence. Personal information of the complainant is accessed only as necessary, and only for the purposes of addressing the complaint. All personal information is treated by SEPN consistent with its obligations under the Privacy Act and SEPN's Privacy Policy.

Customer-focused approach – SEPN is committed to the efficient and equitable resolution of complaints, and acknowledges each individual's right to complain.

Accountability – Complaints are reported to Senior Management and to the SEPN Board as considered appropriate. An overview of complaints statistics is reported to the SEPN Board's Audit and Risk Management Committee for review, together with information on the SEPN complaints management process.

Continual Improvement – SEPN has established a complaints tracking system to ensure that systemic problems are identified classified and analysed. The SEPN Internal Dispute Resolution process is reviewed on an annual basis to ensure it is delivering effective outcomes. Complaint Root Cause Analysis Reports are also produced on a monthly basis.

4. WHAT HAPPENS WHEN A COMPLAINT IS MADE?

4.1 WHEN A COMPLAINT IS RECEIVED BY SEPN:

- (a) SEPN will accurately record the details of the complaint as part of SEPN's complaint management process, give it fair and genuine consideration and seek to achieve a fair outcome.
- (b) Complaints are allocated to a complaints handling officer.
- (c) SEPN will inform the customer that it is obliged to handle a complaint made by a customer in accordance with the SEPN Standard Complaints and Dispute Resolution Policy which can be found on the website or a copy of which can be provided to the customer on request.
- (d) SEPN will enquire into the complaint within a reasonable timeframe, having regard to the nature and complexity of the complaint.
- (e) SEPN will keep customers informed of any progress.
- (f) SEPN will treat the complaint respectfully and handle all personal information in accordance with the Privacy Act and SEPN's Privacy Policy.
- (g) If appropriate, SEPN will make changes to remedy the situation to prevent the situation reoccurring.

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4.2 WHAT HAPPENS IF THE COMPLAINANT IS NOT SATISFIED WITH THE OUTCOME?

- (a) If a complainant is dissatisfied with a decision, they can request to have their complaint reviewed by an SEPN representative at a higher level to the initial SEPN representative who handled the matter.
- (b) The complainant may take their complaint to the relevant external dispute resolution body (i.e. the relevant Ombudsman) at any time during the dispute process. SEPN will always look to resolve the dispute directly with the complainant, however SEPN will always encourage the customer to refer their complaints to the State Ombudsman if they are dissatisfied at any point of time in the resolution process.
- (c) SEPN will provide the customer, in writing, the contact details for the relevant energy Ombudsman if SEPN has been unable to resolve the customer's complaint within 28 days, or if the customer requests these details at any point in time. This information is also available on the SEPN website.

5. NON-DISCRIMINATION

Everyone has the right to make a complaint to SEPN if they are not satisfied with SEPN's services or policies. SEPN will not discriminate against anyone as a result of that person making a complaint.

6. DEFINITIONS

SEPN – Means Savant Energy Power Networks Pty Ltd and each of its related bodies corporate.

Complaint – In accordance with the AS ISO 10002-2006 definition: an expression of Dissatisfaction made to SEPN where a response or resolution is expected (either explicitly or implicitly). The expression of Dissatisfaction may be related to SEPN's products, services, policies, procedures or the complaints management process. It is to be differentiated from an 'Enquiry'.

Dissatisfaction – The customer expresses displeasure, disappointment, unhappiness, anger or frustration regarding their experience.

Employee – Any employees, contractors and third-party agents of SEPN.

Enquiry – A request for information about SEPN products or services that does not reflect Dissatisfaction and is generally any question or concern that is resolved through the customer's initial contact, when SEPN provide appropriate information or referral which satisfies the customer. Or any query that needs an answer from another business unit/person where no Dissatisfaction is expressed.

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State Energy Ombudsman – refers to the relevant State (Territory) Energy Ombudsman for the state (territory) that the customer is resident in

For Customers resident in South Australia;



Energy and Water Ombudsman (SA) Limited

ABN - 11 089 791 604

Business hours: 8:30am - 5:00pm Monday to Friday

Phone: 1800 665 565

Free fax: 1800 665 165

Mail: GPO Box 2947, ADELAIDE, SA, 5001

Address: Level 11, 50 Pirie Street, ADELAIDE, SA, 5000 (*by appointment only*)

Translating and interpreting service (TIS): 131 450

National relay service: 133 677

Website : <http://www.ewosa.com.au/>

For Customers resident in New South Wales;

Contact EWON – Energy and Water Ombudsman NSW

<http://www.ewon.com.au/>

Free Call : 1800 246 545

Free Fax : 1800 812 291

Free post : Reply Paid 86550, Sydney South NSW 1234

Email : complaints@ewon.com.au

Interpreter Service : 131 450

National Relay Service : 133 677

In Person : Level 11, 133 Castlereagh Street

Sydney

Please call 1800 246 545 to make an appointment

7. REVIEW

The Policy will be reviewed on an annual basis.