

#### Purpose of the Complaints Policy:

Utility Shop is committed in providing a reliable and hassle-free service to our customers. Unfortunately, things can go wrong at times and Utility Shop will endeavour to resolve these matters promptly.

We recognise that feedback received from our customers is valuable in making improvements to our business so we can provide our customers with the best possible service.

#### Utility Shop will:

- Attempt to resolve your complaint at first contact.
- Escalate the matter, if you're not happy with the resolution offered.

At times, complaints can be by way of negative feedback, which may not require a resolution or formal follow-up. This policy is designed to provide guidance on the manner in which Utility Shop receives and handles complaints. In particular, this policy is designed to achieve alignment with the requirements of AS ISO 10002-2006 – Customer Satisfaction – Guidelines for complaints handling in organisations.

In accordance with this standard, a complaint under this Policy is defined as follows:

- An expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

#### Complaint Process

If at any time you feel that the service you have received from us is unsatisfactory, please contact us first and provide us with the necessary information so we can assist you. When making a complaint, please provide the following information:

Name  
Customer Number  
Address

Give us a chance to fix the problem directly. We will investigate what went wrong and seek an immediate solution. You can provide us with your feedback or make a complaint via three options:

- speak to one of our customer service staff via telephone on business days between 9am and 5pm (please note local call costs may vary and mobiles may incur a higher charge);
- electronically via the feedback form on our website at [www.utilityshop.com.au](http://www.utilityshop.com.au)
- Send us an e-mail with your details to [contact@utilityshop.com.au](mailto:contact@utilityshop.com.au).

If Utility Shop cannot resolve your complaint within 7 business days and you're not happy with how things are progressing – please let us know and we will escalate the matter to one of our Team Leaders.

If Utility Shop has attempted to resolve your complaint or dispute and you are still not satisfied with the results, you can request for the matter to be reviewed by a Team Leader.

Our Team Leaders will work with you to further understand and resolve your complaint, they will also let you know what the outcome of your complaint is within 3 days from the complaint being escalated. You have the right to enquire as to the status of your complaint by contacting the Team Leader who has been identified to you as handling your complaint.

If you are not satisfied with the outcome of our internal escalated review of your complaint you can refer your dispute to the relevant state Energy & Water Ombudsman who will conduct an independent investigation at no cost to you.

This is a free independent resolution service available for Electricity, Gas and Water customers.

For SA:

Energy and Water Ombudsman SA - [www.ewosa.com.au](http://www.ewosa.com.au)

GPO Box 2947, Adelaide, SA 5001

Free Call: 1800 665 565

For Victoria:

Energy and Water Ombudsman (Victoria) - [www.ewov.com.au](http://www.ewov.com.au)

GPO Box 469, Melbourne, Victoria 3001

Free call (except mobile phones): 1800 500 509

For NSW:

Energy and Water Ombudsman New South Wales - [www.ewon.com.au](http://www.ewon.com.au)

PO Box K1343, Haymarket, NSW, 1240

Free call: 1800 246 545

Email: [omb@ewon.com.au](mailto:omb@ewon.com.au)

For QLD:

Energy and Water Ombudsman Queensland - [www.ewoq.com.au](http://www.ewoq.com.au)

PO box 3640, South Brisbane, Queensland, 4101

Free call: 1800 662 837

Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)

For Interpreter service for languages other than English please call: 13 14 50

**Arabic:** إذا كنت بحاجة إلى مترجم إتصل بالرقم: 13 14 50

**Chinese:** 如果您需要翻譯，請致電： 13 14 50

**Croatian:** Ako trebate tumača, nazovite: 13 14 50

**Greek:** Αν χρειάζεστε διερμηνέα, τηλεφωνήστε: 13 14 50

**Italian:** Se hai bisogno di un interprete, chiamate: 13 14 50

**Persian:** اگر شما لازم است، فراخوان 131 450

**Polish:** Jeśli potrzebujesz tłumacza, zadzwoń: 13 14 50

**Portuguese:** Se você precisar de um intérprete, ligue para: 13 14 50

**Serbian:** Ако треба тумача, назовите: 13 14 50

**Spanish:** Si usted necesita un intérprete, llame al: 13 14 50

**Turkish:** Eğer bir tercümana ihtiyacınız Arama: 13 14 50

**Vietnamese:** Nếu bạn cần một thông dịch viên, xin gọi: 13 14 50

If you have a hearing or speech impairment, please call us via the National Relay Service. Dial 133 677 from your TTY phone.

### Guiding Principles

In preparing this Policy, Utility Shop has endeavoured to align our procedures with the relevant legal requirements and current best practice. In particular, this Policy is designed to satisfy the requirements of AS ISO 10002-2006 – Customer Satisfaction – Guidelines for complaints handling in organisations.

As outlined in AS ISO 10002-2006, Utility Shop considers the following guiding principles of effective complaints handling:

Principle	Our response
Visibility and accessibility	Our Complaints Handling Policy is available on our website and accessible to our staff. The Policy is easy to understand and includes details on making and resolving complaints.
Responsiveness	Complaints will be handled in an efficient and effective manner. Complainants will be treated courteously and kept informed of the progress of their complaint throughout the complaint-handling process.
Objectivity	Each complaint is addressed in an equitable, objective and unbiased manner through the complaints-handling process.
Confidentiality	We are committed to compliance with the laws that protect customers' personal information including the Privacy Act 1988 (Cth). In relation to any feedback procedure, we may need to collect, use or disclose personal information to respond to your enquiry, investigate and resolve a complaint, and for any other purposes identified in our privacy policy from time to time. Personally identifiable information concerning the complainant is actively protected from disclosure unless the complainant expressly consents to its disclosure.
Customer-focused approach	Utility Shop are committed to efficient and fair resolution of complaints. We actively solicit feedback from our clients and acknowledge a client's right to complain.
Accountability	Utility Shop accepts responsibility for effective complaints handling and will ensure that issues raised in the complaints handling process are reflected in performance evaluation.
Charges	No charge will be levied for making a complaint.
Continual improvement	These procedures have been developed in line with the Australian Standard AS ISO 10002:2006 ( <i>Customers Satisfaction – Guidelines for complaints handling in organizations</i> ). Utility Shop conducts annual reviews of these procedures to ensure our current processes remain aligned with best practice approaches.