



## Standard Complaints and Dispute Resolution Procedure

ReNu Energy Limited and its subsidiaries (together, ReNu Energy, we or us) strive to provide an easy and efficient service to you, but sometimes we may not deliver this service as satisfactorily as you would have liked. Where this happens we welcome your feedback to improve our service to you.

If you're unhappy with the services offered by ReNu Energy, contact us and we'll address your concerns promptly and fairly. We will make reasonable endeavours to resolve the dispute.

### ReNu Energy's commitment

ReNu Energy's commitment to you covers the following aspects:

- We recognise our customers have a right to make a complaint at any time.
- We will resolve any issues customers may have with our products or services in an effective, respectful and professional manner.
- We strive for the continual improvement of the quality of our products and services.

To demonstrate this commitment, we will:

- Treat customers with respect.
- Take any complaints seriously.
- Respect our customer's privacy, and the need to keep personal information confidential.
- Ensure equitable access to our complaints management program.
- Respond quickly to any complaints in a professional, courteous and fair manner.
- Address each complaint in an equitable, objective and unbiased manner, with a view to a fair and reasonable outcome.
- Properly investigate and report on complaints.
- Endeavour to resolve all concerns at the customer's initial contact.
- Provide clear and informative responses to complaints.
- Advise customers of their right to escalate complaints to more senior staff within ReNu Energy, or if the issue is still not resolved, to the energy Ombudsman in the state or territory in which the customer is located and provide contact details where requested.
- Record, monitor and review complaints in order to identify any trends, and take appropriate steps to rectify potential problems.
- Provide adequate resources, including appropriately trained and qualified personnel, to enable us to manage your complaints efficiently and effectively.

## Procedure to lodge a complaint

Please abide by the following procedures to ensure your complaint is handled effectively.

If you would like to lodge a complaint with ReNu Energy, please contact us on **1300 038 069**. Team members receiving these enquiries are trained in the effective handling and resolution of disputes.

If you need an interpreter, call TIS National on **131 450**. To access National Relay Service, call **133 677**.

Alternatively, you can submit your complaint in writing by:

Post: ReNu Energy, PO Box 2046, Milton Qld 4064

Email: [service@renuenergy.com.au](mailto:service@renuenergy.com.au)

Fax: +61 7 3721 7599

ReNu Energy aims to resolve all written complaints promptly. All complaints will be acknowledged within five business days of receipt together with an estimation of the time frame for resolving the complaint based on its complexity.

If a complaint remains unresolved on the first contact (whether by phone or in writing), or beyond what you consider is a reasonable time frame you may request that it be escalated to our Business Manager.

## Escalation of complaints

We do hope we can resolve your complaint, but it's important to know that you can access independent advice and assistance at any time. The contact number and website for the energy ombudsman in your state or territory is as follows:

<b>Energy and Water Ombudsman NSW</b>	1800 246 545	<a href="http://www.ewon.com.au">www.ewon.com.au</a>
<b>Energy and Water Ombudsman Queensland</b>	1800 662 837	<a href="http://www.ewoq.com.au">www.ewoq.com.au</a>
<b>Energy and Water Ombudsman SA</b>	1800 665 565	<a href="http://www.eiosa.com.au">www.eiosa.com.au</a>
<b>Energy and Water Ombudsman Victoria</b>	1800 500 509	<a href="http://www.ewov.com.au">www.ewov.com.au</a>

You can also request that it be referred for mediation to the Resolution Institute, Australia, or any successor body. If this occurs then both you and ReNu Energy must agree to abide by the mediation rules of the Resolution Institute, or successor body.

## Customer privacy

ReNu Energy respects your right to privacy and confidentiality throughout the complaints and disputes resolution procedure. All personal information is treated by ReNu Energy in a way that is consistent with its obligations under the Privacy Act 1988 (Cth). We will always maintain the privacy of your personal information as required by law. A copy of ReNu Energy's Privacy Policy is available on request and is published on our website.

## Policy updates

Please note that this Procedure may be updated from time to time to keep abreast of regulatory changes or common practice. All changes will be published on the ReNu Energy website.