



## **Complaint and Dispute Resolution Procedure**

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## 1. Purpose

This document outlines the set of procedures which Tamworth Gas Networks P/L (ACN 690 358 279) (“AGIG”) will apply to “small customer” complaints and disputes.

In this document, a reference to “AGIG” is a reference to Tamworth Gas Networks P/L or, where the complaint or dispute relates to a subsidiary of Tamworth Gas Networks P/L, to that subsidiary.

These are the gas distribution networks associated with the towns of:

- **South Australia**
  - **Greater Adelaide Region**
- **Victoria**
  - **Melbourne CBD North, North East & South East**
  - **Regional Towns in Northern Victoria and Gippsland**
- **Queensland**
  - **North of Brisbane River**
- **Northern territory**
  - **Alice Springs**
- **New South Wales**
  - **Mildura, Albury, Wagga Wagga,**

## 2. Scope

This document applies to small customers who make a complaint to AGIG about a relevant matter, or any aspect of a relevant matter, concerning the small customer and AGIG.

This document is not applicable to disputes referred for resolution outside of AGIG.

## 3. General

This complaint procedure has been prepared in accordance with **Australian Standard 10002:2022 Guidelines for complaints management in organizations**.

## 4. Definitions:

**Complaint** means an expression of dissatisfaction made to AGIG, related to its product, service, users, staff or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected or legally required.

Note – AGIG may not be able to identify or respond to complaints made on third party social media accounts or channels.

**Complainant** means person, organization or their representative (including clients, consumers, services users, and customers) making a complaint.

**Customer** means a person to whom energy is sold for premises by a retailer or who proposes to purchase energy for premises from a retailer.

**Dispute** means an unresolved complaint escalated internally or externally or both.

**Shared Customer** means a person who is a customer of the retailer and whose premises are connected to AGIG distribution system.

**Small Customer** means a customer who is a residential customer or who is a business customer who consumes energy at business premises below 1 terajoule per annum.

## **5. Guiding Principles in Handling Complaints and Disputes**

AGIG is committed to the following complaints management guiding principles:

### **5.1 People Focus**

Everybody has a right to complain about our products and services, we will listen to the complaint, and do everything we can to resolve it.

### **5.2 Ensuring no detriment to complainant**

All reasonable steps will be taken to ensure that complainants are not adversely affected because of a complaint made.

### **5.3 Visibility**

A complaint can be lodged by phone, email or post.

To lodge a complaint, you can:

- Write to us at: **Customer Service Officer – Complaints**, PO Box 885, Hamilton Central QLD 4007.
- Call our customer service team on Tel: 1300 001 001 during business hour (8am – 5pm)
- Email us at: [NetworksCustRela@apa.com.au](mailto:NetworksCustRela@apa.com.au)

### **5.4 Accessibility**

Complainants can easily access the complaints management process and information on the process by contacting the Customer Service Team via the contact details provided under section 5.3:

### **5.5 Charges**

Access to the complaints-handling process is free of charge to the complainant.

### **5.6 Responsiveness**

Complaints will be addressed promptly in accordance with their urgency and, where applicable, the requirements of the relevant laws.

Complainants will be treated courteously and be kept informed of the progress of their complaint through the complaints-handling process.

### **5.7 Objectivity and Equity**

Each complaint will be addressed in an equitable, objective, and unbiased manner through the complaints-handling process.

### **5.8 Confidentiality**

Personally identifiable information concerning the complainant will be available where needed, but only for the purposes of addressing the complaint and will be actively protected from disclosure, unless the complainant expressly consents to the disclosure.

### **5.9 Customer-focused approach**

A customer-focused approach is taken when handling complaints and feedback is welcome, including complaints. There is a commitment to resolving complaints.

### **5.10 Accountability**

AGIG will ensure that accountability for the operation of our complaint management system is clear, including record keeping obligations.

### **5.11 Continual improvement**

The continual improvement of the complaints management process and our ongoing commitment to excellence in customer service will remain a key focus and an ongoing business objective.

## **6. Complaint Handling and Dispute Resolution Process**

### **6.1 Receipt of complaint**

Upon receipt of the complaint, it will be recorded with supporting information and a unique identifier assigned.

### **6.2 Tracking of complaint**

The complaint will be tracked from receipt through the entire process until the complainant is satisfied, or the final decision is made. An up-to-date status will be made available to the complainant upon request and at regular intervals, at least at the time of preset deadlines.

### **6.3 Acknowledgement of complaint**

A complaint will be acknowledged:

- immediately if the complaint is received via telephone; or
- within one (1) business day from date of receipt where the complaint is received by email or post.

### **6.4 Initial assessment of complaint**

After receipt, each complaint will be initially assessed in terms of criteria such as;

- Severity.
- Health and safety implications.
- Complexity.
- Impact on the complainant, general public or the organization

- Potential to escalate.
- The need and possibility of immediate action.
- Outcomes sought by the complainant.

### **6.5 Investigation of complaints**

Every reasonable effort will be made to investigate all the relevant circumstances and information surrounding a complaint. The level of investigation will be commensurate with the seriousness, frequency of occurrence and severity of the complaint.

In some cases, the complaint may be considered relating to another organization, such as retailer or another distributor or does not relate to our product or services, assistance may be provided to identify who to contact (if known).

### **6.6 Response to complaints**

Following an appropriate investigation, a response will be provided to the complainant. If the complaint cannot be immediately resolved, then it will be dealt with in a manner intended to lead to its effective resolution as soon as possible.

### **6.7 Communicating the decision**

The complainant will be informed of the outcome of the complaint process and of any reasons for the decision regarding the outcome, as soon as reasonably possible.

### **6.8 Escalation**

If a complainant is not satisfied with the response or decision, they may:

- (a) request the complaint be escalated to a senior customer resolution staff member to assess.
- (b) Raise the complaint with the Energy and Water Ombudsman New South Wales (refer to section 8 for contact details).

### **6.9 Closing the complaint**

If the complainant accepts the proposed decision or action, then the decision or action will be carried out and recorded.

If the complainant rejects the proposed decision or action, then the complaint will remain open. This will be recorded, and the customer will be informed of alternative forms of internal and external recourse available.

The complaint will continue to be monitored until all reasonable internal and external options of recourse are exhausted or the complainant is satisfied.

## **7. Enquiries or complaints relating to the retailer**

If a shared customer makes an enquiry or complaint to AGIG about an issue relating to the sale of energy, AGIG must:

- (a) if the enquiry or complaint is made by telephone – refer the shared customer to the retailer’s enquiry or complaint telephone number where practicable; or
- (b) otherwise, as soon as practicable, but no later than the next business day after receiving the enquiry or complaint, provide the retailer with the details of the enquiry or the complaint, including contact details of both the customer making the enquiry or complaint and the person who received the enquiry or complaint.

## **8. Energy Ombudsman**

If a complainant is not satisfied with the outcome, the complainant may make a complaint or take a dispute to the energy ombudsman.

The Energy Ombudsman receives, investigates, and facilitates the resolution of electricity and gas complaints raised by customers. This is an independent service and is free of charge.

The Ombudsman office can be contacted as follows:

### **New South Wales**

Telephone: 1800 246 545  
Fax: 1800 812 291  
Mail: Energy and Water Ombudsman New South Wales  
Reply Paid K1343  
Haymarket NSW 1239  
Internet : [www.ewon.com.au](http://www.ewon.com.au)  
Email: [omq@ewon.com.au](mailto:omq@ewon.com.au)

10.

## Complaint Work Instructions

1.0

### Complaint Received

1. For all complaints received – we are required to contact the customer and acknowledge receipt of their complaint within 24 hours. This can be done either via phone, email or mail in some cases. Our preference is by phone in the first instance, and if no phone number is provided or cannot be reached via phone, send acknowledgement via email.

*NOTE: For direct calls into the complaints team via our 1300-114-988, this call would be considered acknowledgement that the complaint has been received and will be investigated.*

2. Our response to the initial call/email is to advise the customer that someone will be in contact with them within 2 business days as part of the investigation. Advise customers if they have not received a call within that time frame, to reach out to our complaints team via 1300-114-988 for follow-up.

*NOTE: Ensure to capture customers full name (if willing to provide), phone number, email address, address, MIRN (when able to), and full details of complaint.*

3. Complaints team to then leave thorough notes within Maximo as to what has taken place. Provide the customer with a reference number.
4. Complaints team to assess the urgency of the complaint. Confirm if a customer is negatively impacted e.g. no gas.
5. Check the history of the customer via their MIRN and check for any relevant information that might assist the investigation.

*NOTE: Immediate Action Required If: Life Support, Hospital/School affected, Family Impacted, Safety, No Gas*

### AML Complaint

1. AML performed with no RML/MTN in system.  
Advise customers they will need to contact their retailer to resolve this issue. Explain to the customer the retailer has requested we cut them off for either debt or unknown consumer (no account). We will only be able to reinstate the gas supply at the retailer's request. Once resolved, retailer will raise a B2B transaction to bring supply back to premises.
2. AML Performed with an RML/MTN in system.  
Contact the relevant dispatch area for follow up with resource, alternatively we can do an internal job to have supply restored.

### Safety Concern

1. If a customer is complaining or notifying us regarding a safety concern, hazard or issue on site that could result in a safety incident, urgently contact the relevant supervisor for that area and advise urgent follow up.  
E.g. Council is reporting a potential hazard, trench has been dug and not sufficiently backfilled, leaving a deep hole in the footpath, road.

NOTE: Ensure to send a follow up email to the supervisor along with Maximo notes entered.

### Non-Urgent Complaint

1. Perform initial investigation and gain a solid understanding of the concern. Check WO history on the site and log notes.
2. Complete all relevant fields in Maximo.

NOTE: Ensure to enter Specs on page one in Maximo.  
i.e. Categorize the case accurately displaying what the concern is related to.

3. Assign to supervisor for that area and follow up with an email.

### Meter and Billing Complaints

1. If received via the call center, CSC will raise a complaint within Maximo which will appear in the complaints team query.
2. Complaints team will confirm it is a meter and billing complaint and assign the complaint to 2155 people group in Maximo

NOTE: Meter and billing team are to assign work order back to the complaints team query by assigning it to people group 5651.

3. Complaints teams are responsible to COMP the work order and enter the 'Actual Finish' date and 'Finish no later than' field in Maximo

### Ombudsmen Or retailer Complaint

1. Reply and acknowledge the receipt of the email with Ombudsmen/Retailer and advise that the matter will be investigated.
2. Customer contact must be made within 24 hours of receiving the complaint. Ensure to provide the customer with a reference number for their work order.
3. Customer may provide further information than what Ombudsmen/Retailer provided, be sure to update Maximo log notes
4. Categorize accurately in Maximo as to what the complaint pertains to
5. Assign it to the supervisor in Maximo followed by an email with all the details needed.

6. Supervisor to ensure customer contact is made within two business days.
7. Supervisor to respond to complaints team with the agreed resolution date they made with the customer.
8. Complaints team to update Maximo with the agreed resolution date made with the supervisor and the customer in the field named 'Finish No Later Than' in Maximo.
9. Supervisor to communicate to the complaints team when the work is completed.
10. Complaints team to ensure all notes, information and updates have been properly documented in Maximo
11. Complaint team to update Work Order field 'Actual Finish' date and then COMP the work order once completed and resolved.

### Where Resolution Requires Payment

1. If supervisor deems AGIG is at fault, they may suggest reimbursement is needed to resolve the concern as a goodwill gesture.

\*\*\*Without Prejudice\*\*\*  
 14th November 2018

Deed of Release

<b>Details</b>	<b>82 Curran Avenue, VIC 3078</b>
<b>Claimant</b>	<b>Mrs Giovanna Satta, and all heirs, successors, executors, administrators and assigns</b>
<b>In favour of</b>	<b>APT C&amp;M Services Pty Ltd ABN 11 112 398 586 (APA) and all its employees, servants, principals, agents, successors, administrators, assigns, and Related Bodies Corporate and Related Entities as defined in the Corporations Act 2001 (Cth)</b>
<b>Claims</b>	<b>Reimburse Private Number Costs</b>
<b>Settlement Sum</b>	<b>Reimburse Private Number Costs of \$100.00</b>

**Terms**

1. Payment of Settlement Sum  
 APA will cause the Settlement Sum to be paid to the Claimant full and final settlement of the Claim.  
 The Claimant agrees to receive the Settlement Sum as full and final settlement of the Claim.  
 The Settlement Sum will be paid by Cheque within 30 Business days of the date APA receives this document signed by the Claimant.
2. No liability  
 The Claimant and APA acknowledge and agree that APA makes payment of the Settlement Sum without any admission as to liability.
3. Discontinuance  
 Within 14 days of receipt of the Settlement Sum, the Claimant will take any necessary steps to discontinue, discontinue, withdraw or otherwise conclude the Claim.

1. Forms of reimbursement can be:
  - a. Gift card/voucher
  - b. EFT (if willing to share their account details)
  - c. Bank cheque
  - d. GSL payment (only accepted in Victoria)

*NOTE: Ensure a deed of release has been signed and received by customer prior to payment being made to customer.*

### Cheque Process

**1. Cheque Process:**

- a. Complete payment request form
- b. Attach relevant information (Jordan to confirm what this is)
- c. Cover letter
- d. Deed of release form
- e. Send form to supervisor to seek GM approval

**2. Complaints team to contact customer and advise of payment process**

**NOTE:** Advise the customer the deed of release will be sent via email/mail, and they are required to sign in order for payment to be made.

**3. Upon receipt of deed of release, move ahead with sending cheque**