

## COMPLAINTS AND DISPUTE MANAGEMENT POLICY

### 1. PURPOSE

The purpose of this policy is to provide a guide for handling complaints and disputes. The policy aims to ensure that all complaints and disputes are managed effectively, fairly and promptly in a way that keeps everyone happy.

### 2. SCOPE

This policy applies to all personnel, including employees, contractors and stakeholders involved in the provision of goods and services by Group Energy Pty Ltd ABN 21 649 890 460 (**Group Energy**). It covers complaints and disputes raised by customers<sup>1</sup>, clients, other relevant parties associated with our operations.

### 3. COMPLAINTS HANDLING PROCESS

- i. Lodgement: Complaints can be lodged through various channels including in person, by phone, email, or through our official website. All complaints will be documented systematically for reference and tracking. Contact details are as follows:
  - a. Phone: 1300 300 540
  - b. Email: [energyops@groupenergy.com.au](mailto:energyops@groupenergy.com.au)
  - c. Website: [www.groupenergy.com.au](http://www.groupenergy.com.au)
- ii. Acknowledgement: Upon receipt of a complaint, an acknowledgment will be sent to the complainant within 10 business days and outlining the expected timeline for resolution.
- iii. Investigation: Complaints will be investigated promptly and thoroughly by designated personnel possessing the requisite objectivity and expertise to address the issue.
- iv. Resolution: We are committed to resolving complaints in a timely manner and strive to achieve a mutually satisfactory outcome for all parties involved. Where necessary, interim measures may be implemented to address immediate concerns while the investigation is ongoing.
- v. Communication: Throughout the process, we will maintain open lines of communication with the complainant, providing regular updates on the status of their complaint and any actions taken to address it.
- vi. Closure: Once a complaint has been resolved, we will formally close the case and notify the complainant of the outcome and any remedies or actions agreed upon.
- vii. Escalation: If a complaint is unable to be resolved, the complainant may request to escalate their complaint to Group Energy's senior management.
- viii. Unresolved complaints: We will do our best to resolve your complaint ourselves. However, if you are unhappy with the resolution of your complaint, you may refer the complaint to the appropriate external body.

### 4. MONITORING AND REVIEW

This policy will be reviewed regularly to ensure its effectiveness and compliance with relevant standards and regulations. Feedback from complainants, dispute resolution outcomes, records of complaints and any emerging trends or issues will be taken into consideration during the review process. Amendments or updates to the policy will be implemented as necessary.

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<sup>1</sup> Including 'customers' as defined under the Retailer Energy Productivity Scheme Code.

## **5. COMPLIANCE**

All employees, contractors, and stakeholders are required to comply with this policy and associated procedures. Failure to comply may result in disciplinary action in accordance with established protocols.

## **6. IMPLEMENTATION**

This policy will be communicated to all relevant stakeholders and made readily accessible through our internal channels, website, and other appropriate means. Training and support will be provided to employees involved in the complaints and dispute resolution process to ensure they understand their roles and responsibilities.

## **7. CONTACT INFORMATION**

For further information or assistance regarding the complaints and dispute management process, please contact Group Energy at [www.groupenergy.com.au/contact](http://www.groupenergy.com.au/contact)