



## **Allgas Energy Pty Limited**

ABN 52 009 656 446

# **Complaint and Dispute Resolution Procedure**

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## 1. Purpose

This document outlines the set of procedures which Allgas Energy Pty Ltd ( ABN 52 009 656 446) (and each of its subsidiaries) will apply to “small customer” complaints and disputes.

In this document, a reference to “Allgas” is a reference to Allgas Energy Pty Ltd or, where the complaint or dispute relates to a subsidiary of Allgas Energy Pty Ltd, to that subsidiary.

## 2. Scope

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

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

## 3. General

This document has been prepared in accordance with **Australian/New Zealand Standard 10002 (2014) Guidelines for complaints management in organizations.**

A copy of this document can be downloaded from Allgas’ website at:

<https://www.apa.com.au/gas-consumers/information-for-brisbane-south-gold-coast-toowoomba--oakey-customers/>

This document and the complaints process is administered by Allgas’ contracted network asset manager, APA Group.

## 4. Definitions:

**Complaint** means an expression of dissatisfaction made to Allgas, related to a relevant matter, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

**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.

**Relevant Matter** means a matter arising between a small customer and Allgas –

- (a) under or in connection with the National Energy Retail Law, Regulations or Rules, including but not limited to a matter concerning any of the following:
  - i. a deemed standard connection contract between a small customer and Allgas; and
  - ii. a negotiated connection contract between a small customer and Allgas.
- (b) under or in connection with the National Gas Rules concerning a new connection or connection alteration

but does not include matters concerning the setting of Allgas’ tariffs and charges.

**Shared Customer** means a person who is a customer of the retailer and whose premises are connected to Allgas' 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**

Allgas is committed to the following complaints management guiding principles:

### **5.1 People Focus**

Everybody has a right to complain; adopt a people-focussed and proactive approach to seeking feedback and receiving complaints.

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

No detriment should be suffered by the complainant for making a complaint.

### **5.3 Visibility**

Allgas will provide information about the how and where to complain to customers, staff and other stakeholders.

### **5.4 Accessibility**

Complainants can easily access the complaints management process and information on the process.

### **5.5 Charges**

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

### **5.6 Responsiveness**

Receipt of a complaint will be acknowledged (immediately by telephone and within one business day on receipt for email, letters and facsimiles) to the small customer and complaints will be addressed promptly in accordance with their urgency and, where applicable, the requirements of the National Energy Retail Law and the National Energy Retail Rules or other relevant laws.

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

### **5.8 Confidentiality**

Personally identifiable information concerning the small customer will be available where needed, but only for the purposes of addressing the complaint and will be actively protected from disclosure, unless the small customer 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**

Allgas 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 reporting of the initial complaint, the complaint will be recorded with supporting information and a unique identifier code.

### **6.2 Tracking of complaint**

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

### **6.3 Acknowledgement of complaint**

Each complaint will be acknowledged to the customer immediately via post, telephone or e-mail.

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

After receipt, each complaint will be initially assessed in terms of criteria such as severity, safety implication, complexity, impact and the need and possibility of immediate action.

### **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.

### **6.6 Response to complaints**

Following an appropriate investigation, a response will be provided to the customer. 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 small customer 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 Closing the complaint**

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

If the customer 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 customer is satisfied.

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

If a shared customer makes an enquiry or complaint to Allgas about an issue relating to the sale of energy, Allgas 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. Contacting Allgas**

A customer may make a complaint to Allgas about a relevant matter or an aspect of a relevant matter, concerning the customer and Allgas by contacting our office.

### **Customer Service Officer - Complaints**

60 Schneider Rd, Eagle Farm, QLD 4009

Tel: 1300 001 001

Email: [NetworksCustRela@apa.com.au](mailto:NetworksCustRela@apa.com.au)

## 9. Energy Ombudsman

If a small customer is not satisfied with the outcome of its complaint, the small customer may make a complaint or take a dispute to the energy ombudsman.

The Ombudsman office can be contacted as follows:

### Queensland

Telephone: 1800 662 837  
Fax: (07) 3227 7068  
Mail: Energy and Water Ombudsman Queensland (EWOQ)  
PO Box 3640  
South Brisbane Qld 4101  
Internet: [www.ewoq.com.au](http://www.ewoq.com.au)  
Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)

### 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: [omg@ewon.com.au](mailto:omg@ewon.com.au)