

Standard Complaints and Dispute Resolution Policy and Procedure

Version 02.0.1

Please read this document for information on Discover Energy's complaints handling policy and complaints management procedure.

The purpose of our Complaints and Dispute Resolution Policy and Procedure is to:

- Reassure customers of their right to complain about their interactions with Discover Energy
- Make certain a straightforward complaints process is in place; and
- Provide guidelines for timely and efficient resolutions that are clearly defined for customers.

At Discover Energy, we endeavour to manage each complaint received in a respectful, empathetic, and efficient manner. Our representatives regularly receive training on techniques that try to encourage an amicable relationship between the parties both during and after the complaint is resolved.

For each complaint, our representatives are encouraged to:

- Be customer focused
- Be open and accountable
- Act fairly and proportionately
- Be efficient and effective

Our representatives are trained to be patient, articulate, and fairly balance the interests of both parties.

How to make a complaint to Discover Energy

Discover Energy encourages you to make a complaint directly by phone, email, post or online chat via our website. When making a complaint through any of these channels, please ensure you provide your Discover Energy account number, all the details relevant to your complaint, and the specific resolution you are seeking - while we may not be able to provide the specific resolution you are seeking, it is important that we understand your expectations from the beginning so that we can work to resolve the matter more efficiently and offer a resolution that balances the needs of both parties.

Contacting us by phone: 1300 658 519 Mon – Fri 9 am – 5 pm EST

Contacting us by email: customerservice@discoverenergy.com.au

Contacting us by post: Discover Energy

PO Box 665, North Sydney NSW 2059

Contacting us via chat: [Click Here](#)

If you require the assistance of our interpreter services, please call 131 450

What to expect after you have made a complaint?

If the complaint is received via phone or chat our trained representatives will work with you to resolve the complaint while they are talking with you. Where the complaint is received by other methods, we will acknowledge your complaint within 5 business days via your preferred method of communication. If your preferred method of communication is not identified, we shall contact you by the same method

that you initially made the complaint. We will provide you with a resolution no later than 20 business days from the date of receipt.

Depending on the nature of the complaint we may need to escalate the matter to other parties either internally or externally and may need to communicate periodically with you during this time for further information.

Where complaints received via phone or chat are not resolved in the first call the above timeframes apply - an acknowledgement will be provided within 5 business days and a resolution within 20 business days.

All complaints are recorded and assigned an internal case ID number which can be provided to you upon request.

We record our complaints to help track their progress and for industry reporting purposes, as well as to gain insight and guidance on how we can improve our services.

You can expect an update on the status of the progress of your complaint on the 15th business day if the complaint has not already been resolved or periodic communication has not occurred.

Complaints will be closed either once you are satisfied with the resolution provided, or when all reasonable steps have been taken to resolve the issue to the satisfaction of both parties but the offered resolution has not been accepted.

Estimated meter reads

If we have rejected your customer meter read, we will promptly notify you in writing and advise why it was rejected. Depending on the reason why your customer meter read was rejected, we may advise you to submit a new customer meter read. If you are not satisfied with the reasons provided for the rejection of your customer meter read, you may contact us to make a complaint and we will attempt to resolve the matter in accordance with this Policy.

Unreasonable behaviour

Discover Energy has the right to cease interacting with anyone who engages with us in an unreasonable, disrespectful, or aggressive manner, including customers who have a complaint.

What happens if you are dissatisfied with the internal dispute resolution process?

If you are not satisfied with the resolution our team offers, you may alternatively make a complaint through an external dispute resolution scheme.

You have the right to escalate your concern to an external dispute resolution body at any time if the complaint is not resolved to your satisfaction. You can lodge a complaint with Energy and Water Ombudsman scheme in the relevant state as listed below.

Energy and Water Ombudsman contact details:

- Customers in New South Wales may contact the Energy and Water Ombudsman New South Wales
 - 1800 246 545
 - www.ewon.com.au
- Customers in South Australia may contact the Energy and Water Ombudsman South Australian
 - 1800 665 565
 - www.ewosa.com.au
- Customers in Queensland may contact the Energy and Water Ombudsman Queensland
 - 1800 662 837
 - www.ewoq.com.au
- Customers in Victoria may contact the Energy and Water Ombudsman Victoria
 - 1800 500 509

- www.ewov.com.au
- Customers in the Australian Capital Territory may contact the ACT Civil and Administrative Tribunal
 - (02) 6207 1740
 - www.acat.act.gov.au

Your personal information is protected in accordance with the Australian Privacy Laws. You can view Discover Energy's privacy policy at discoverenergy.com.au/privacy

Our dispute resolution process ensures maintaining this confidentiality and we will not disclose any personal information to third parties without permission except as and when permitted and required by the Privacy Act. At Discover Energy, we also recognize that your feedback is valuable in improving our systems, procedures, products, and services. Discover Energy Standard Complaint and Dispute Resolution Policy & Procedure has been developed in accordance with AS/NZS 10002:2014 – Guidelines for Complaint Management in Organizations.