

# Powerdirect Standard Complaints and Dispute Resolution Policy



Please read this to find out more about our Dispute Resolution Policy.

Powerdirect is a wholly owned subsidiary of AGL Energy Limited. AGL is one of Australia's largest energy retailers.

## 1. Purpose

Powerdirect recognises the value of customer complaints as an important tool in monitoring and responding to customer expectations. In order for Powerdirect to respond appropriately to complaints, the complaints should be properly recorded and assessed as part of an ongoing complaints management process.

### 1.1 The purpose of the Powerdirect Standard Complaints and Dispute Resolution Policy (Policy) is to:

- (a) Recognise, promote and protect customers' rights to complain about their dealings with Powerdirect
- (b) Ensure that an accessible complaints management process is in place
- (c) Take appropriate action to resolve complaints as required
- (d) Provide a mechanism for resolving complaints in a timely, efficient and courteous manner
- (e) Record, assess and review complaints on an ongoing basis in order to improve the products and services offered by Powerdirect.

## 2. Objective

- (a) The objective of this Policy is to embed an effective and efficient complaints management process that is aligned with Powerdirect's business values, core vision and strategic objectives.
- (b) This Policy applies to all employees of Powerdirect and all individuals who wish to make a complaint relating to Powerdirect.
- (c) In developing this Policy, Powerdirect has adopted industry best practice.
- (d) The Policy is also supported by the various Powerdirect and AGL corporate policies and procedures that form part of our broader Governance Framework, in particular:
  - Powerdirect's Customer Charter
  - Powerdirect's Privacy Policy (including Credit Reporting Policy)
  - AGL's Competition and Consumer Act Policy
  - AGL's Compliance Policy
  - AGL's Code of Conduct
  - AGL's Risk Management Policy

## 3. Policy statement

This document is in place to ensure the consistent management of complaints and feedback across Powerdirect. It sets out the process and procedures to be followed when addressing complaints and feedback.

Powerdirect is committed to creating value, loyalty and advocacy throughout the complaints process by:

### Ease

- (a) Making it easy for customers to raise complaints and provide feedback

### Visibility

- (b) Keeping customers up to date with progress through to resolution
- (c) Setting and managing customer expectations relating to action, timeframes and resolution
- (d) Senior management visibility through e2e complaints reporting and insights

### Timely

- (e) Ensuring complaints are managed in a timely manner and, when investigation is expected to take longer, customers are kept up to date on progress

### Delivery

- (f) Providing resolution information in an easy to understand way
- (g) Capability development through complaints training and upskilling to empower for early resolution
- (h) Continually improving by using complaints data, insights and root cause analysis
- (i) Ensuring feedback is passed back to leaders for employee coaching/upskilling as required
- (j) Ensuring customer feedback about products or services is passed on to the relevant department

### Personalisation

- (k) Ensuring customers are treated with respect, empathy and are listened to
- (l) Responding to customers using their preferred channel of communication.

## 4. What happens when a complaint is made?

### 4.1 When a complaint is received by Powerdirect:

- (a) Powerdirect will accurately record the details of the

complaint as part of its complaint management process, give it fair and genuine consideration and seek to achieve a fair outcome.

- (b) Powerdirect will inform the customer that it is obliged to handle a complaint made by a customer in accordance with the Powerdirect Standard Complaints and Dispute Resolution Policy which can be found on the website or a copy of which can be provided to the customer on request.
- (c) Powerdirect will enquire into the complaint within a reasonable timeframe, having regard to the nature and complexity of the complaint.
- (d) Powerdirect will keep customers informed of any progress.
- (e) Powerdirect will treat the complaint respectfully and handle all personal information in accordance with the Privacy Act and Powerdirect's Privacy Policy.
- (f) If appropriate, Powerdirect will make changes to remedy the situation to prevent the situation reoccurring.
- (g) If the complaint is in relation to a self-service meter read that has been rejected, Powerdirect will follow its standard complaints process. Visit [powerdirect.com.au/help-support/meter-reads](http://powerdirect.com.au/help-support/meter-reads) for more information.

#### 4.2 What happens if the complainant is not satisfied with the outcome?

- (a) If a complainant is dissatisfied with a decision, they can request to have their complaint reviewed by a Powerdirect representative at a higher level to the initial Powerdirect representative who handled the matter.
- (b) If the complaint is not resolved to the customer's satisfaction, the customer may take their complaint to the relevant external dispute resolution body (i.e. the relevant ombudsman).
- (c) Powerdirect will provide the customer with the contact details for the customer's relevant state energy ombudsman if Powerdirect has been unable to resolve the customer's complaint to their satisfaction.

## 5. Non-discrimination

Everyone has the right to make a complaint to Powerdirect if they are not satisfied with Powerdirect's services or policies. Powerdirect will not discriminate against anyone as a result of that person making a complaint.

## 6. Definitions

**AGL** – Means AGL Energy Limited (ABN 74 115 061 375) and/or relevant entities of the AGL group of companies as applicable in the circumstances.

**Complaint** – An expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

**Dissatisfaction** – The customer expresses displeasure, disappointment, unhappiness, anger or frustration regarding their experience.

**Employee** – Any employees, contractors and third-party agents of Powerdirect.

**Enquiry** – A request for information about Powerdirect products or services that does not reflect dissatisfaction and is generally any question or concern that is resolved through the customer's initial contact, when Powerdirect provide appropriate information or referral which satisfies the customer. Or any query that needs an answer from another business unit/person where no dissatisfaction is expressed.

**Powerdirect** – Means Powerdirect Pty Limited (ABN 28 067 609 803).

## 7. Review

The Policy will be reviewed on an annual basis.

## How to contact us if you have a concern

If you have a concern with any aspect of Powerdirect's service or products, please call us on **1300 307 966**.

Alternatively, write to:

### Powerdirect

Complaints and Disputes  
Locked Bag 14120 MCMC  
Melbourne VIC 8001

**Arabic**  
هل تحتاج لمترجم؟ اتصل على الرقم أدناه:  
**Spanish**  
¿Necesita un intérprete? Llame al número indicado abajo.  
**Italian**  
Se vi serve un interprete, telefonate al seguente numero.  
**Greek**  
Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.  
**Croatian**  
Trebate li pomoć tumača? Nazovite niže navedeni broj.  
**Vietnamese**  
Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.  
**Chinese**  
如果您需要傳譯員的幫助，請致電以下號碼。

For language assistance please call **131 450**