

# Complaints and Dispute Resolution Procedure

Not satisfied? We want to hear from you so we can make things right.



## 1. How our Complaints and Dispute Resolution Procedure works

If you have a question, complaint or dispute about any aspect of Powerdirect's service or products, please call, email or write to us so that we can resolve your concerns. Our aim is to do this as quickly as we can. Hopefully we'll be able to resolve your complaint immediately, but if your issue is complex, further investigation may be needed before we can get back to you.

If this is the case, we'll try to resolve your complaint within 28 days of your original phone call or receiving your letter or email. During this time if we need further information from you, we'll contact you. You can also call us for an update on how we're going with the resolution.

For more information about your rights in relation to matters like estimated bills, concessions and hardship, visit [powerdirect.com.au/help-support/meter-reads](http://powerdirect.com.au/help-support/meter-reads)

## 2. How to raise your concerns

### By phone

Residential and Small or Medium Business Customers can call us to discuss any concern about our products or services on **1300 307 966** (8.30am–6pm AET, Monday to Friday).

### By letter

If you prefer, write to us at the following address with the details of your complaint and we will aim to provide an initial response within two business days of receiving your letter.

#### Powerdirect

Complaints and Disputes  
Locked Bag 14120 MCMC  
Melbourne VIC 8001

### By email

If you prefer, you can email us the details of your complaint to [info@powerdirect.com.au](mailto:info@powerdirect.com.au)

The Powerdirect Standard Complaints and Dispute Resolution Policy can be found at [powerdirect.com.au](http://powerdirect.com.au) or we can provide you with a document on request.

## Taking your concern to a higher level

If you're not happy at any stage with the way we are investigating your concern, you may have your complaint handled at a higher level by the relevant manager. You may request this at any time by calling or writing to us.

## Taking your concern to the ombudsman

We are a member of the relevant ombudsman scheme in the states in which we sell electricity. After attempting to resolve your complaint with us, if you're not satisfied with our efforts, you may contact the relevant state ombudsman to review your complaint and our attempted resolution. A complaint is an expression of dissatisfaction made to us whereby a resolution or response is expected (either explicitly or implicitly). It may be related to our products, services, policies, procedures or the complaints-handling process.

## 3. How to get in touch with your ombudsman

### New South Wales

Energy and Water Ombudsman NSW

**Phone:** 1800 246 545

**Web:** [ewon.com.au](http://ewon.com.au)

### Queensland

Energy and Water Ombudsman Queensland

**Phone:** 1800 662 837

**Web:** [ewoq.com.au](http://ewoq.com.au)

### South Australia

Energy and Water Ombudsman SA

**Phone:** 1800 665 565

**Web:** [ewosa.com.au](http://ewosa.com.au)

### Victoria

Energy and Water Ombudsman Victoria

**Phone:** 1800 500 509

**Web:** [ewov.com.au](http://ewov.com.au)

## 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**.