



Standard Complaints and Dispute Resolution Policy

Purpose

At ENGIE, we are committed to delivering exceptional service and ensuring customer satisfaction. We recognize that, occasionally, concerns may arise. To address these concerns effectively and uphold our dedication to continuous improvement, ENGIE acknowledges that our customers reserve the right to make a complaint to us.

The purpose of ENGIE's Complaints Policy is to:

- Provide a clear and accessible avenue for customers to voice their concerns with ENGIE.
- Maintain openness, impartiality, and fairness when taking appropriate actions to resolve issues reported to ENGIE.
- Establish a system for addressing complaints promptly and effectively.
- Document, evaluate, and routinely review complaints as part of ongoing process improvement efforts.

How to Lodge a Complaint

If our Customer Care team hasn't been able to assist you, you can request to speak with our Customer Advocacy Team. They will work with you to resolve your complaint as quickly as possible. Our Customer Advocacy Team will record the details of your complaint and give it impartial and fair consideration. They will collaborate with you on a sustainable resolution to prevent the situation from recurring. Your complaint will be acknowledged within 3 business days, and we will aim to resolve it within 15 business days. If, by any chance, your complaint is not resolved within 15 business days, we will work with you to establish a new timeframe.

What Happens if You Are Not Satisfied with the Outcome?

If you feel as if your complaint is unresolved, you can contact the Energy & Water Ombudsman in your state or territory at any time for independent advice and information free of charge. The Energy and Water Ombudsman is an independent, impartial body that investigates and resolves complaints about electricity, gas, and water providers.

Our Policy

ENGIE's Standard Complaints and Dispute Resolution Policy has been developed in accordance with the Australian Standard AS ISO 10002 (Customer satisfaction - Guidelines for complaints handling in organizations). The policy may be amended and updated from time to time.

For privacy queries, you can view our Privacy Policy at engie.com.au/privacy

Please find details below on how to contact your local Energy Ombudsman. Please note that before you contact your local Energy Ombudsman, you must first log your complaint with your retailer (ENGIE).

NSW

Energy & Water Ombudsman NSW (EWON)

Freecall: 1800 246 545
Interpreter: 131 450
National Relay Service (NRS): 133 677
Website: <https://www.ewon.com.au/>

VIC

Energy and Water Ombudsman Victoria (EWOV)

Freecall: 1800 500 509
Interpreter: 131 450
National Relay Service (NRS): 133 677
Email: ewovinfo@ewov.com.au

SA

Energy & Water Ombudsman SA (EWOSA)

Freecall: 1800 665 565
Interpreter: 131 450
National Relay Service (NRS): 133 677
Website: <https://ewosa.com.au/>

QLD

Energy & Water Ombudsman Queensland (EWOQ)

Freecall: 1800 662 837
Interpreter: 131 450
National Relay Service (NRS): 133 677
Email: complaints@ewoq.com.au

WA

Energy & Water Ombudsman Western Australia

Freecall: 1800 754 004
Email: energyandwater@ombudsman.wa.gov.au
Interpreter: 131 450
National Relay Service (NRS): 133 677

ACT

Australian Capital Territory Civil & Administrative Tribunal (ACAT)

Phone: 02 6207 1740
Interpreter: 1300 408 265
Email: tribunal@act.gov.au



Interpreter Service 1300 408 265

8:00am to 7:00pm, Mon – Fri AEST

TTY Service 1800 555 677

8:00am to 6:00pm, Mon – Fri AEST

National Relay Service (NRS)

If you are d/Deaf, hard of hearing, or have a speech/communication difficulty please contact us via one of the following options:

Voice relay: **1300 555 727** SMS relay: **0423 677 767**
TTY: **1800 555 677**

NRS Chat: nrschat.nrscall.gov.au/nrs/internetrelay
Video Relay: Open Skype and contact NRS VIDEO RELAY SERVICE
NRS Captions: nrscaptions.nrscall.gov.au/nrs/captionrelay

NRS Help Desk:

Email: helpdesk@relayservice.com.au
Online: accesshub.gov.au/about-the-nrs/nrs-helpdesk/enquiries
The NRS Helpdesk operates from 8 am to 6 pm, Eastern Standard Time.

Per il servizio interpreti chiamare il numero indicato sopra.

للحصول على خدمات الترجمة الشفهية إتصل بالرقم المدرج أعلاه.

Για υπηρεσία διερμηνέων, τηλεφωνήστε στον παραπάνω αριθμό.

Para comunicarse con el servicio de interpretación llame al número indicado arriba.

Muốn liên lạc với sở thông dịch, xin vui lòng gọi số điện thoại trên đây.

如需口译服务, 请通过以上电话联系我們。

如需口译服务, 請撥打以上電話。