

## 1 Introduction

Glow Power maintains effective and transparent procedures for the reasonable and prompt handling of complaints or grievances received from customers and keeps a record of each complaint or grievance and the measures taken for the complaint's resolution.

Our Standard Complaints Handling and Dispute Resolution Procedure follows the Standards Australia ISO 10002 (2006) Customer Satisfaction –Guidelines for Complaints Handling.

## 2 Complaints- definition and our objective

What is a complaint?

An expression of dissatisfaction made to Glow Power, related to services provided by Glow Power where a response or resolution is explicitly or implicitly expected.

As our customer or former customer, you have the right to make a complaint. Our objective is to:

- Provide information to customers about Glow power Complaints and Dispute Resolution Policy.
- Recognise, enhance and protect the interests of our customers, as well as managing their needs and expectations.
- Identify, through analysis, evaluation and review of complaints, opportunities to improve on the quality of our services, as well as the complaints-handling process.
- Increase the level of customer satisfaction and enhance relationship with its customers.

## 3 Resolving complaints

The Complaints Manager has the capacity to resolve complaints and to implement appropriate remedies when resolving complaints.

When resolving a complaint, our Complaints Manager will make every reasonable effort to investigate all relevant circumstances and information surrounding the complaint. When a final response to a complaint is provided, the Complaints Manager will advise the complainant of the decision as soon as practicable after deciding the outcome.

A final response will be send to the complainant advising the outcome of their complaint (including reasons for the decision where not in their favor), their right to take their complaint to Energy Ombudsman.

A complaint is resolved when it is brought to a conclusion in accordance with the Rules and Guidelines (whether or not in your favor).

#### 4 **Actioning a resolution**

We endeavor to resolve all complaints at the first point of contact. We will action an agreed resolution within 10 business days. On some rare occasions, it might take longer to resolve your complaint. In these instances, we will aim to acknowledge receipt of your complaint within 48 hours.

We will inform you of the reasons for the delay and when the investigation is likely to be completed.

#### 5 **Accessing our complaints process**

Complaints policy is available on our website [www.myglowpower.com.au](http://www.myglowpower.com.au). You can call our Customer Care on 1300 092 572 or email us at [info@myglowpower.com.au](mailto:info@myglowpower.com.au) and request for a free copy.

#### 6 **Making a complaint**

The complaints must be submitted via the following methods:

- By email: [complaints@myglowpower.com.au](mailto:complaints@myglowpower.com.au)
- By post : Po Box 7018, Point Cook, Vic,3030

#### 7 **If you need assistance**

Where requested, the Complaints Manager will provide assistance to complainants in the formulation and lodgment of complaints, especially including for reasons of disability, hardship and difficulties with English. Just let our Customer Care staff know you want help and, if you can't tell us in that way:

- Write or email your request to an address in the Details Table; or
- Contact us through your Authorised Representative or Advocate;
- Authorised Representatives and Advocates

An 'Authorised Representative' is someone who you choose to act on your behalf, like a family member or other trusted person. An 'Advocate' is a person you have appointed to deal with us, on your behalf, but without any authority over your account. You can make a complaint through an Authorised Representative or an Advocate.

#### 8 **Acknowledgment**

- If you make a complaint in person or by telephone, we will acknowledge it immediately.
- If you make a complaint by email, or through our website or by paper post, we will send an acknowledgement no later than the next business day- following the receipt of the complaint.
- You will be provided a complaint reference which can be used to identify the complaint in future contacts with us



- We will indicate the timeframe to resolve the complaint
- Information on how to obtain this Complaint and Dispute Resolution policy.

## 9 **First contact resolution**

We endeavor to resolve all complaints at the first point of contact.

## 10 **Proposing a resolution**

If we are unable to resolve your complaint within 10 business days, we will advise you within those periods. We will let you know the reasons for the delay and indicate when the investigation is likely to be completed. If needed, during the investigation of the complaint, we will inform the Complainant of the handling process of his complaint.

## 11 **Internal prioritization**

We prioritize complaints based on the type and urgency:

- Urgent complaints have highest priority (Escalated complaints)
- Complaints involving disconnection of power, Financial Hardship and Life Support.
- Complaints that are approaching the maximum response time

Our Customer Care staff are trained to watch for these factors and must flag a complaint as urgent if any of them are seen to apply. Within two business days of acknowledging your urgent complaint, we will either propose a resolution or advise you why there will be a delay and how long it is likely to be.

## 12 **Internal escalation**

Despite our best efforts to resolve your complaint you remain unhappy, you can request that your complaint be escalated to a higher level within our management structure.

## 13 **Appropriate resolution**

We will resolve your complaint appropriately and:

- We ensure that our Customer Care staff are trained to understand the potential remedies available to resolve complaints;
- Any remedy we offer will be tailored to the root cause of the complaint, and to your circumstances (if you have told us about them);
- Our Customer Care staff and management will monitor complaints to assess if they indicate wider issues, and, if so, address the root cause and
- We will resolve billing errors in current bills.

## 14 **Advising you of resolution**

We will advise you of the resolution as soon as the investigation is completed.

#### 15 **Credit management action suspended**

Credit management will be suspended if the complaint is over a disputed amount and it has not been resolved to your satisfaction or the matter is investigated by Ombudsman.

#### 16 **Legal action delayed**

We will not start legal proceedings over a matter that has been subject to a complaint:

- While we are handling the complaint internally; or
- Within seven business days after we advise you of the outcome of the complaint.

#### 17 **Monitoring the progress of your complaint**

You can monitor the progress of your complaint by calling Customer care and quoting your case reference.

#### 18 **Closing your complaint**

We only close a complaint if you agree to.

#### 19 **Dispute resolution**

If our customer care staff have been unable to resolve your concerns, you can ask to speak to a team leader or one of our customer advocates in a specialised customer relations area, who will review your complaint and work with you to resolve your complaint. We will aim to resolve your complaint within 10 business days of you raising it.

If you have escalated the matter through our complaint handling process and your complaint remains unresolved, you can lodge a complaint with your relevant State Energy Ombudsman. The Energy Ombudsman is an office of last resort for complaints that you have not been able to resolve with us directly first.

#### 20 **Energy Ombudsman**

All our customers have the right to contact the Energy & Water Ombudsman NSW (EWON) at any time to lodge a complaint or for free independent information and advice. EWON is the government approved dispute resolution scheme for New South Wales energy customers. EWON receives, investigates and resolves customer complaints and disputes.

EWON's Contact details are:

Energy & Water Ombudsman NSW

Free call 1800 246 545

Post Reply Paid 86550, Sydney South NSW 1234

Online Complaint [www.ewon.com.au/complaints](http://www.ewon.com.au/complaints)

Email: [complaints@ewon.com.au](mailto:complaints@ewon.com.au)

Website [www.ewon.com.au](http://www.ewon.com.au)

**21 Complaints Register**

Glow Power will record all complaints in a Complaints Register. The register will record the resolution and action taken, and/ or further clarifications provided to the complainant. We will keep the records of a complaint for a minimum period of 7 years after the date of last correspondence on the complaint.

**22 Analysis and reporting**

Complaints register will be used identify any systemic and recurring complaints. The Complaints Manager provide a written summary to the EME management highlighting any areas of concern and matters of a repetitive nature

This summary serves as a monitoring tool which enables management to monitor the effectiveness Glow Power Complaints and Dispute Resolution Policy and identify trends (if any), which would indicate that improvements are required.

**23 Policy of Non-Conformance**

Glow Power staffs will adhere to the complaint handling and dispute resolution policy. A violation of this policy would be viewed as a serious compliance breach and the concerned staff will have to undergo appropriate disciplinary action.

**24 Contact Details**

Glow Power

Customer Care Number: 1300 092 572

Customer Care Email: [Customerservice@myglowpower.com.au](mailto:Customerservice@myglowpower.com.au)

Customer Care Postal Address: Po Box 7018, Point Cook, Vic, 3030.

**25 Policy Review**

This policy will be reviewed every 2 years by the Glow Power compliance manager to ensure that requirements set in the Australian Standard ISO 10002(2006) Complaint Handling are met.