

Complaints Resolution Policy

Policy Statement

ElectraNet acknowledges the unique role we perform in South Australian for the benefit of our customers, stakeholder, and local communities. We carefully consider the impact our activities can have on the competitive market within which we operate as well as the broader impact to individual communities, and all South Australians.

ElectraNet is committed to promoting and maintaining a culture that is open and collaborative. We encourage open and honest dialogue and commit to resolving issues fairly, efficiently and with respect. Your rights to confidentiality, access, equity, and transparency shall be maintained throughout the complaints handling process.

Definitions

The policy is drafted to comply with the Australian Standard AS ISO 10002-2006 Customer Satisfaction – Guidelines for complaints handling in organisations: To ensure consistency with the Standard the following definition is drawn from AS ISO 10002-2006 and apply to this policy.

A complaint means an expression of dissatisfaction made to an organisation, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

Purpose

The purpose of ElectraNet's Complaints Resolution Policy is to provide guidelines for handling and resolving complaints in accordance with the Australian Standard AS ISO 10002-2006. This policy aims to demonstrate our commitment to customer satisfaction and continuous improvement by establishing a structured and transparent process for addressing customer, stakeholder and community concerns.

Scope

This policy applies to all who wish to make a complaint relating to ElectraNet including customers, stakeholders, and our local community.

Principles

1. **Accessibility:** ElectraNet aim to ensure that the complaints process is easily accessible to our customers, stakeholders and community members.
2. **Responsiveness:** ElectraNet will acknowledge and respond to complaints promptly.
3. **Objectivity:** ElectraNet will treat all complaints impartially and without bias.
4. **Confidentiality:** ElectraNet will safeguard the confidentiality of complainants and their information.
5. **Customer-Focused Approach:** ElectraNet will focus on resolving complaints in a fair, quick, and consistent manner across the business to maintain a high level of stakeholder satisfaction and customer service.

Complaints Resolution

1. How to make a complaint

Customers, stakeholders, and community members can lodge a complaint through the following communication channels:

ElectraNet Customer Services

PO Box 7096

Adelaide SA 5000

Email: enquiries@electranet.com.au

Website: www.electranet.com.au/contactus

General Telephone: +61 8 8404 7966

Toll free: 1800 243 853

or in person to an ElectraNet representative.

2. Investigation and resolution

ElectraNet will respond to complaints and enquiries using the most practical medium whether this be by written correspondence, email, or telephone.

Complaints will be investigated thoroughly, and efforts will be made to resolve them promptly and within 30 business days, noting there will be instances where this is not always possible and further investigation may be required. In these instances, we will aim to provide a resolution within a further 30 business days or an agreed alternative timeframe.

3. Complaint escalation

Should you not be satisfied with our response or suggested resolution, we will advise you of available options to allow you to escalate your concerns including referral to a team leader or manager in the first instance.

If the matter cannot be resolved, you have the option to refer any grievance to the Energy & Water Ombudsman SA.

Energy and Water Ombudsman SA

Level 11, 50 Pirie Street

GPO Box 2947

Adelaide SA 5001

Telephone: 1800 665 565 (free call)

Facsimile: 1800 665 165 (free fax)

Website: www.ewosa.com.au