

# Australian Gas Networks Limited - Complaints Procedure

Version 3.4

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# Contents

1. Purpose .....	3
2. Scope .....	3
3. General .....	3
4. Definitions .....	3
5. Guiding principles in handling complaints and disputes .....	4
6. Complaint handling and dispute resolution process .....	5
7. Enquiries or complaints relating to the retailer.....	6
8. Contacting AGN .....	6
9. Energy Ombudsman.....	7

### 1. Purpose

This document outlines the set of procedures which Australian Gas Networks Limited (AGN) (ACN 078 551 685) (and each of its subsidiaries) for the management of complaints and disputes.

In this document, a reference to "AGN" is a reference to AGN or, where the complaint or dispute relates to a subsidiary of AGN, to that subsidiary.

### 2. Scope

This Complaint Procedure applies to those who make a complaint to AGN about a product, service, users or staff.

This document is not applicable to disputes referred for resolution outside of AGN.

### 3. General

This complaint procedure has been prepared in accordance with Australian Standard 10002:2022 Guidelines for complaints management in organizations.

A copy of this document can be downloaded from AGN's website [here](#).

This complaint process is administered by AGN's contracted network asset manager, APA Group.

### 4. Definitions:

Complaint means an expression of dissatisfaction made to AGN, related to its product, service, users, staff or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected or legally required.

Note – AGN may not be able to identify or respond to complaints made on third party social media accounts or channels.

Complainant means person, organization or their representative (including clients, consumers, services users, and customers) making a complaint.

Customer has the meaning given to the term in the Gas Act 1997 (SA) as amended from time to time.

Dispute means an unresolved complaint escalated internally or externally or both.

### 5. Guiding Principles in Handling Complaints and Disputes

AGN is committed to the following complaints management guiding principles:

#### 5.1 People Focus

Everybody has a right to complain about our products and services, we will listen to the complaint, and do everything we can to resolve it.

#### 5.2 Ensuring no detriment to complainant

All reasonable steps will be taken to ensure that complainants are not adversely affected because of a complaint made.

### **5.3 Visibility**

A complaint can be lodged by phone, email or post.

To lodge a complaint, you can:

- Write to us at: Customer Service Officer – Complaints, 60 Schneider Rd, Eagle Farm, QLD 4009
- Call our customer service team on Tel: 1300 001 001 (24 hour)
- Email us at: NetworksCustRela@apa.com.au

### **5.4 Accessibility**

Complainants can easily access the complaints management process and information on the process by contacting the Customer Service Team via the contact details provided under section 5.3:

### **5.5 Charges**

Access to the complaints-handling process is free of charge to the complainant.

### **5.6 Responsiveness**

Complaints will be addressed promptly in accordance with their urgency and, where applicable, the requirements of the relevant laws.

Complainants will be treated courteously and be kept informed of the progress of their complaint through the complaints-handling process.

### **5.7 Objectivity and Equity**

Each complaint will be addressed in an equitable, objective and unbiased manner through the complaints-handling process.

### **5.8 Confidentiality**

Personally identifiable information concerning the complainant will be available where needed, but only for the purposes of addressing the complaint and will be actively protected from disclosure, unless the complainant expressly consents to the disclosure.

### **5.9 Customer-focused approach**

A customer-focused approach is taken when handling complaints and feedback is welcome, including complaints. There is a commitment to resolving complaints.

### **5.10 Accountability**

AGN will ensure that accountability for the operation of our complaint management system is clear, including record keeping obligations.

### **5.11 Continual improvement**

The continual improvement of the complaints management process and our ongoing commitment to excellence in customer service will remain a key focus and an ongoing business objective.

## **6. Complaint Handling and Dispute Resolution Process**

### **6.1 Receipt of complaint**

Upon receipt of the complaint, it will be recorded with supporting information and a unique identifier assigned.

### **6.2 Tracking of complaint**

The complaint will be tracked from receipt through the entire process until the complainant is satisfied, or the final decision is made. An up-to-date status will be made available to the complainant upon request and at regular intervals, at least at the time of preset deadlines.

### **6.3 Acknowledgement of complaint**

A complaint will be acknowledged;

- immediately if the complaint is received via telephone; or
- within one (1) business day from date of receipt where the complaint is received by email or post.

### **6.4 Initial assessment of complaint**

After receipt, each complaint will be initially assessed in terms of criteria such as;

- Severity.
- Health and safety implications.
- Complexity.
- Impact on the complainant, general public or the organization
- Potential to escalate.
- The need and possibility of immediate action.
- Outcomes sought by the complainant.

### **6.5 Investigation of complaints**

Every reasonable effort will be made to investigate all the relevant circumstances and information surrounding a complaint. The level of investigation will be commensurate with the seriousness, frequency of occurrence and severity of the complaint.

In some cases, the complaint may be considered relating to another organization, such as retailer or another distributor or does not relate to our product or services, assistance may be provided to identify who to contact (if known).

### **6.6 Response to complaints**

Following an appropriate investigation, a response will be provided to the complainant. If the complaint cannot be immediately resolved, then it will be dealt with in a manner intended to lead to its effective resolution as soon as possible.

### **6.7 Communicating the decision**

The complainant will be informed of the outcome of the complaint process and of any reasons for the decision regarding the outcome, as soon as reasonably possible.

### **6.8 Escalation**

If a complainant is not satisfied with the response or decision, they may:

(a) request the complaint be escalated to a senior customer resolution staff member to assess. (explain process how the complainant is able to do this?)

(b) Raise the complaint with the Energy and Water Ombudsman (relevant for that state – refer to section 8 for contact details).

### **6.9 Closing the complaint**

If the complainant accepts the proposed decision or action, then the decision or action will be carried out and recorded.

If the complainant rejects the proposed decision or action, then the complaint will remain open. This will be recorded, and the customer will be informed of alternative forms of internal and external recourse available.

The complaint will continue to be monitored until all reasonable internal and external options of recourse are exhausted or the complainant is satisfied.

## **7. Enquiries or complaints relating to the retailer**

If a shared customer makes an enquiry or complaint to AGN about an issue relating to the sale of energy, AGN must:

(a) if the enquiry or complaint is made by telephone – refer the shared customer to the retailer’s enquiry or complaint telephone number where practicable; or

(b) otherwise, as soon as practicable, but no later than the next business day after receiving the enquiry or complaint, provide the retailer with the details of the enquiry or the complaint, including contact details of both the customer making the enquiry or complaint and the person who received the enquiry or complaint.

## **8. Energy Ombudsman**

If a complainant is not satisfied with the outcome, the complainant may make a complaint or take a dispute to the energy ombudsman.

The Energy Ombudsman receives, investigates, and facilitates the resolution of electricity and gas complaints raised by customers. This is an independent service and is free of charge.

The Ombudsman office can be contacted as follows:

### **South Australia**

Telephone: 1800 665 565  
Fax: 1800 665 165  
Mail: Energy and Water Ombudsman SA  
GPO Box 2947  
Adelaide SA 5001  
Internet: [www.ewosa.com.au](http://www.ewosa.com.au)  
Email: [contact@ewosa.com.au](mailto:contact@ewosa.com.au)

### **Victoria**

Telephone: 1800 500 509  
Fax: 1800 500 549  
Mail: Energy and Water Ombudsman Victoria  
Reply Paid 469  
Melbourne Vic 8060  
Internet: [www.ewov.com.au](http://www.ewov.com.au)  
Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

### **Queensland**

Telephone: 1800 662 837  
Fax: (07) 3227 7068  
Mail: Energy and Water Ombudsman Queensland (EWOQ)  
PO Box 3640  
South Brisbane Qld 4101

Internet: [www.ewoq.com.au](http://www.ewoq.com.au)

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

**New South Wales**

Telephone: 1800 246 545

Fax: 1800 812 291

Mail: Energy and Water Ombudsman New South Wales

Reply Paid K1343

Haymarket NSW 1239

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

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