



**Australian Gas Networks Limited Group**

ACN 078 551 685

**National  
Standard Complaints and Dispute Resolution Procedures**

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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 ..... 4

7. Enquiries or complaints relating to the retailer..... 5

8. Contacting Australian Gas Networks ..... 6

9. Energy Ombudsman..... 6

## 1. Purpose

This document outlines the set of procedures which Australian Gas Networks Limited (ACN 078 551 685) (and each of its subsidiaries) will apply to small customer complaints and disputes.

In this document, a reference to “**Australian Gas Networks**” is a reference to Australian Gas Networks Limited or, where the complaint or dispute relates to a subsidiary of Australian Gas Networks Limited, to that subsidiary.

## 2. Scope

This document applies to small customers in South Australia who make a complaint to Australian Gas Networks about a relevant matter, or any aspect of a relevant matter, concerning the small customer and Australian Gas Networks.

This document is not applicable to disputes referred for resolution outside of Australian Gas Networks or for employment-related disputes.

## 3. General

This document has been prepared in accordance with Australian Standard AS ISO 10002 (2006) (*Customer Satisfaction – Guidelines for complaints handling in organizations*).

A copy of this document can be downloaded from Australian Gas Networks’ website at [www.australiangasnetworks.com.au](http://www.australiangasnetworks.com.au).

This document and the complaints process is administered by Australian Gas Networks’ contracted Asset Manager, APA Group.

## 4. Definitions:

**Complaint** means an expression of dissatisfaction made to Australian Gas Networks, related to a relevant matter, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

**Customer** means a person to whom energy is sold for premises by a retailer or who proposes to purchase energy for premises from a retailer.

**Relevant Matter** means a matter arising between a small customer and Australian Gas Networks –

- (a) under or in connection with the National Energy Retail Law, Regulations or Rules, including but not limited to a matter concerning any of the following:
  - i. a deemed standard connection contract between a small customer and Australian Gas Networks; and
  - ii. a negotiated connection contract between a small customer and Australian Gas Networks.
- (b) under or in connection with the National Gas Rules concerning a new connection or connection alteration

but does not include matters concerning the setting of Australian Gas Networks' tariffs and charges.

**Shared Customer** means a person who is a customer of the retailer and whose premises are connected to Australian Gas Networks' distribution system.

**Small Customer** means a customer who is a residential customer or who is a business customer who consumes energy at business premises below 1 terajoule per annum.

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

### **1. Response**

Receipt of a complaint will be acknowledged (immediately by telephone and within one business day on receipt for email, letters and facsimiles) to the small customer and complaints will be addressed promptly in accordance with their urgency and, where applicable, the requirements of the National Energy Retail Law and the National Energy Retail Rules or other relevant laws.

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

### **2. Objectivity**

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

### **3. Charges**

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

### **4. Confidentiality**

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

### **5. 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.

### **6. Continual improvement**

The continual improvement of the complaint-handling process is a permanent objective.

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

### **1. Receipt of complaint**

Upon reporting of the initial complaint, the complaint will be recorded with supporting information and a unique identifier code.

## **2. Tracking of complaint**

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

## **3. Acknowledgement of complaint**

Each complaint will be acknowledged to the small customer immediately via post, telephone or e-mail.

## **4. Initial assessment of complaint**

After receipt, each complaint will be initially assessed in terms of criteria such as severity, safety implication, complexity, impact and the need and possibility of immediate action.

## **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.

## **6. Response to complaints**

Following an appropriate investigation, a response will be provided to the small customer. 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.

## **7. Communicating the decision**

The small customer 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.

## **8. Closing the complaint**

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

If the small customer rejects the proposed decision or action, then the complaint will remain open. This will be recorded and the small 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 small customer is satisfied.

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

If a shared customer makes an enquiry or complaint to Australian Gas Networks about an issue relating to the sale of energy, Australian Gas Networks 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. Contacting Australian Gas Networks**

A small customer may make a complaint to Australian Gas Networks about a relevant matter or an aspect of a relevant matter, concerning the small customer and Australian Gas Networks by contacting the relevant state office.

### **-South Australia/Northern Territory:**

Customer Relations Coordinator  
PO Box 171  
Findon SA 5023  
Tel: (08) 8159 1825 Fax: (08) 8159 1664  
Email: [NetworksSACustRela@apa.com.au](mailto:NetworksSACustRela@apa.com.au)

### **-Victoria/New South Wales:**

Consumer Advocate  
PO Box 111  
Thomastown VIC 3074  
Tel: 1300 001 001 Fax (03) 9463 8219  
Email: [consumeradvocate@apa.com.au](mailto:consumeradvocate@apa.com.au)

### **-Queensland:**

Customer Complaints Coordinator  
463 Tufnel Rd  
Banyo QLD 4014  
Tel: (07) 3267 9511 Fax (07) 3267 3470  
Email: [QldAPAAdmin@apa.com.au](mailto:QldAPAAdmin@apa.com.au)

## **9. Energy Ombudsman**

If a small customer is not satisfied with the outcome of its complaint, the small customer may make a complaint or take a dispute to the energy ombudsman.

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)