

# Complaints Handling and Dispute Resolution Procedure



**GO**  
**Australian**

We are a 100% Australian owned and operated energy retailer, striving to provide the best customer service, so if you aren't happy, we want to know about it.

## Our commitment to you

Our Complaints Handling and Dispute Resolution Procedure conforms to Australian Standard AS ISO 10002-2006 Customer satisfaction – Guidelines for complaints handling in organisations (**AS ISO 10002-2006**). Our staff are committed to ensuring any concern or complaint is resolved in accordance with the Standard.

If you ever need to register a concern or make a complaint, our procedures ensure that:

- You know how to contact us;
- We provide you with assistance to register your concern or make your complaint;
- Your concern or complaint is addressed quickly, fairly and in an objective and unbiased manner;
- Your concern or complaint is private and confidential;
- We will keep you informed of our progress when investigating your concern or complaint;
- You always have the option to escalate your complaint to the Blue NRG Customer Experience Manager or to the relevant Ombudsman;
- We will not charge any fees for investigating and resolving your concern or complaint.

Blue NRG is committed to continuous improvement and so we will seek your feedback on our complaints handling procedure to ensure we continue to meet your needs.

## How to raise your complaint

Contact us to raise your concern or make a complaint

**By email:** [info@bluenrg.com.au](mailto:info@bluenrg.com.au).

In order to ensure that your complaint is flagged and given the required attention, we kindly ask you to state "COMPLAINT" in the subject header field of the email.

**By post:** addressed to:

**Blue NRG Complaints**

PO Box 24390, Melbourne, VIC, 3001

**By phone:** 1300 599 888

Monday to Friday 9am to 5pm (AEST/AEDT)

Whilst you can lodge your complaint by calling us, we will need you to provide your contact details for us to get back to you.

**By free interpreter service:** 13 14 50

We will respond to your written complaint or email within 3 business days of receipt.

## Information we need to help you

To assist us to accurately identify you, it is helpful if you can provide us with your account number, invoice number, supply address or National Metering Number (NMI).

We will strive to understand your concern or complaint, as well as the resolution that you are seeking.

We will agree with you how and when to contact you on resolving your concern or complaint and how else we might need to help you.

## How long will it take to resolve a complaint?

We aim to resolve most complaints when you initially contact us. If the matter is more complex, we may need up to 10 business days to fully investigate your complaint.

Occasionally, it may take longer to resolve your complaint. We will let you know and keep you informed during the process, either by phone or in writing.

Once we have a resolution to your complaint, we will inform you in writing. You can let us know if this does not address your concerns. If we don't hear from you within 10 days, we will consider the complaint closed.

## Your privacy

Your concern or complaint will remain private and confidential.

If your complaint is regarding a service provided by a third party such as a Distributor, we will either provide you with the relevant contact details or obtain your agreement to refer your complaint to them. If we are required to share your information with an external party, for example under certain regulatory requirements to help resolve your complaint, we will seek your express consent to do so.

## Dissatisfied with the resolution?

If you are not satisfied with the way your concern or complaint has been managed, you can request that it is escalated. You can also raise your concerns with our Customer Experience Manager or Regulatory Compliance Manager.

If for whatever reason, you are still not satisfied, you may raise your concern with the Ombudsman.

## Contacting the Ombudsman

### Victoria

#### Energy and Water Ombudsman Victoria

Post: Reply Paid 469, Melbourne VIC 8060

Phone: 1800 500 509

Fax: 1800 500 549

Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

[www.ewov.com.au](http://www.ewov.com.au)

### New South Wales

#### Energy and Water Ombudsman NSW

Post: Reply Paid 86550, Sydney South NSW 1234

Phone: 1800 246 545

Fax: 1800 812 291

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

### Queensland

#### Energy and Water Ombudsman Queensland

Post: PO Box 3640, South Brisbane BC QLD 4101

Phone: 1800 662 837

Fax: (07) 3087 9477

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

### South Australia

#### Energy and Water Ombudsman SA

Post: GPO Box 2947, Adelaide SA 5001

Phone: 1800 665 565

[www.ewosa.com.au](http://www.ewosa.com.au)

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## Contact us

**Phone:** 1300 599 888 (9.00am to 5.00pm (AEST/AEDT) Mon - Fri)

**Email:** [info@bluenrg.com.au](mailto:info@bluenrg.com.au)

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

**Fax:** 1300 881 903

**Post:** Blue NRG Pty Ltd. PO Box 24390, Melbourne VIC 3001