

Complaints Handling & Dispute Resolution Procedure for the Competition and Consumer Law Complaints

27 September 2023



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Australian

Introduction

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.

This Complaints Handling Process outlines the steps for identifying, classifying, storing, and responding to competition and consumer law complaints in accordance with the Australian/New Zealand Standard AS/NZS 10002:2022 Guidelines for complaint management in organisation (the Standard).

This process is designed to ensure that all complaints related to competition and consumer law are handled efficiently, fairly, and in compliance with the relevant regulatory and legal requirements.

Definitions

Complainant: A person, organisation or their representative making a complaint.

Complaint: An expression of dissatisfaction made to or about Blue NRG, related to its product, services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Our commitment to you

As our valued customers, we value your concern or complaint for matters relating to competition and consumer law. Our staff are committed and appropriately trained to ensure your 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 Australian Competition and Consumer Commission (ACCC) 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

In order to ensure that your complaint is flagged and given the required attention, we kindly ask you to state "CONSUMER LAW 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 would be helpful if you could 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.

The complaint information, progression, and the relevant outcome are recorded on your account in accordance with the regulatory requirements.

Complaint management

We will assess the complaint and will give appropriate priority in accordance with the urgency of the issues raised within the complaint.

We ensure that your complaint is handled in an impartial and unbiased manner to achieve a fair and reasonable outcome.

How long will it take to resolve a complaint?

We are committed to acknowledging each complaint swiftly, aiming to do so when you initially contact us, if possible. However, it may take us up to 3 business days to acknowledge your complaint. Upon receipt, we promptly assess all complaints and assign appropriate priority in accordance with the urgency of the issues raised.

If your complaint is complex and requires further investigation, it may take up to 10 business days for us to provide a comprehensive response. Occasionally, we might be unable to address either part or all of your complaint. In such instances, we will inform you as soon as practicable, explaining the reasons and, if possible, proposing alternative solutions or avenues for resolution.

In cases where resolution might take longer than anticipated,

we will keep you informed of our progress throughout the process, either by phone or in writing, as per your preferred communication method. Once we have reached a resolution for your complaint, we will inform you in writing. If our resolution does not fully address your concerns, we encourage you to let us know. However, if we don't hear from you within 10 days of our written resolution, we will consider the complaint closed.

Reporting

We provide quarterly reporting on number of complaints per state and the type of complaints to the Australian Energy Regulatory and Essential Services Commission (Victoria) in accordance with the regulatory guidelines.

During a complaint investigation, if we have identified any serious or systemic Australian Consumer Law (ACL) compliance breaches, it will be reported to the Blue NRG Board and to the ACCC in accordance with the set reporting requirements.

Reporting also assists us in providing opportunity for improvement by identifying areas of concern or dissatisfaction within a system, product, or process. This feedback loop allows us to analyse issues, understand root causes, and implement necessary changes, ultimately leading to enhancements in quality, customer satisfaction, and overall.

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 ACCC or the relevant Ombudsman.

Contacting the Australian Competition and Consumer Commission (ACCC)

To report an issue with ACCC you can submit the enquiry to ACCC at www.accc.gov.au/about-us/contact-us/report-a-consumer-issue#form

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

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

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

South Australia

Energy and Water Ombudsman SA

Post: GPO Box 2947, Adelaide SA 5001

Phone: 1800 665 565

www.ewosa.com.au

Contact us

Phone: 1300 599 888 (9am to 5pm (AEST/AEDT) Mon – Fri)

Email: info@bluenrg.com.au

Website: www.bluenrg.com.au

Fax: 1300 881 903

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