

Customer Complaints Handling & Dispute Resolution Policy

23 September 2025



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Australian

Introduction

Blue NRG is 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 Policy (**Policy**) is designed in accordance with the Australian/New Zealand Standard AS/NZS 10002:2022 Guidelines for complaint management in organisations (**the Standard**) and ensures that all complaints and feedback are handled efficiently, fairly, and effectively.

Scope

This Policy applies to all staff, including consultants and contractors, receiving or handling complaints from customers. We will seek clarification on whether feedback or general concern is intended to be handled as a complaint, where appropriate.

Definitions

Complainant: A person, organisation or their authorised 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 complaints and feedback, and our staff are committed and appropriately trained to ensure your complaint is resolved in accordance with the Standard.

Blue NRG expects staff at all levels to be committed to fair, effective and efficient complaint handling.

The table in Annex 1 outlines the commitment expected from our staff and the way this commitment should be shown.

We won't treat customers any differently if they complain to us. Customers making complaints won't be adversely affected because a complaint has been made by them or on their behalf.

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

- You know how to contact us;
- We provide you with assistance to make your complaint;
- Your complaint is addressed quickly, fairly and in an objective and unbiased manner;
- Your complaint is private and confidential;
- We will keep you informed of our progress when investigating your 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 this Policy to ensure we continue to meet your needs.

How to raise your complaint

You Can Contact us to raise your concern or make a complaint in the following ways:

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 "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.

Customers have the right to nominate a representative or advocate, including financial counsellors, ombudsman staff, or support workers. If you are being represented by a person or organization for privacy reasons we will need to seek your authorization to deal with them instead of you directly, in line with privacy requirements

Anonymous Complaints

You don't have to give us your name when you complain as we accept anonymous complaints. We will investigate the issue if sufficient information is provided. However, if you wish to receive updates on the status and outcome of your complaint, we encourage you to provide us with a contact method.

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'll handle each complaint with integrity and in an equitable, objective and unbiased manner. Where possible, we'll ensure that the staff member handling a complaint is different from

any staff member whose conduct or service is being complained about.

Conflicts of interest, actual or perceived, will be managed responsibly through measures such as assigning a different staff member to handle the complaint and conducting internal reviews. These reviews will be conducted by a staff member who is not involved in the original decision-making process and is adequately trained in complaint management and resolution.

Customers Experiencing Vulnerability

We recognize that some customers may face challenging circumstances that impact their ability to communicate or resolve complaints. If you are experiencing financial difficulty, family violence, or other forms of vulnerability, we will handle your complaint with sensitivity and in accordance with relevant support policies, including our hardship and family violence policies.

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.

If you are not satisfied with the outcome, you can request an internal review before the complaint is closed. We will ensure the review is conducted by someone not involved in the original decision.

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.

Where systemic issues are identified that do not comply with our regulatory obligations, we will report them to the ESC in accordance with our obligations under the Victorian Energy Retail Code of Practice and performance reporting guidelines.

Your Privacy and Confidentiality

Your concern or complaint will remain private and confidential.

We will protect the identity of customers making complaints where this is practical and appropriate. Personal

Information that identifies individuals will only be disclosed or used by us as permitted under the relevant privacy laws, and any confidentiality obligations.

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.

Unreasonable Conduct by Customers

We're committed to being accessible and responsive to customers who approach us with feedback or a complaint. Our success depends on:

- our ability to do our work and perform our functions effectively and efficiently
- the health, safety and security of our staff
- our ability to allocate our resources fairly across all the complaints we receive.

If customers behave unreasonably in their dealings with us, this can affect the progress and efficiency of our work. Therefore, we'll take proactive and decisive action to manage unreasonable behaviour. We'll support our staff to do the same.

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 Australian Competition and Consumer Commission (ACCC) or the relevant State Ombudsman. Contact details for both are below.

Contacting the Australian Competition and Consumer Commission

To report an issue with ACCC you can submit the enquiry to :

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

ANNEX 1

WHO	COMMITMENT	HOW
Head of company/ CEO	Promote a culture that values complaints and their effective resolution	<ul style="list-style-type: none"> • Report publicly on our complaint handling • Give adequate support and direction to staff responsible for complaint handling • Regularly read reports about complaint trends and issues arising from complaints • Encourage all staff to be alert to complaints and help those responsible for handling complaints resolve them quickly • Encourage staff to make recommendations for system improvements • Recognise and reward good complaint handling by staff • Support recommendations for product, service staff and complaint handling improvements arising from the analysis of complaint data
Manager responsible for complaint handling	Establish and maintain our complaint management system	<ul style="list-style-type: none"> • Give regular reports to the head of the company on issues arising from complaint handling work • Ensure recommendations arising out of complaint data analysis are raised with the head of the company and implemented where appropriate • Recruit, train and empower staff to resolve complaints quickly and in accordance with policies and procedures • Encourage staff handling complaints to give suggestions on ways to improve our complaint management system • Encourage all staff to be alert to complaints and help those responsible for handling complaints resolve them quickly • Recognise and reward good complaint handling by staff
Staff whose duties include complaint handling	Demonstrate excellent complaint handling practices	<ul style="list-style-type: none"> • Treat all customers with respect, including customers who make complaints • If needed, help customers make a complaint

		<ul style="list-style-type: none"> • Comply with this policy and its associated procedures • Stay informed about best practice in complaint handling • Give feedback to management on issues arising from complaints • Give suggestions to management on ways to improve our complaint handling system • Implement changes arising from the analysis of complaint data, as directed by management
All staff	Understand and comply with our complaint handling practices	<ul style="list-style-type: none"> • Treat all customers with respect, including customers who make complaints • Be aware of our complaint handling policies and procedures • Help customers who wish to make complaints to access our complaints handling process • Be alert to complaints and help staff handling complaints resolve matters quickly • Give feedback to management on issues arising from complaints • Implement changes arising from the analysis of complaint data, as directed by management

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