



**ELLIS AIR  
CONNECT**

# COMPLAINTS HANDLING AND DISPUTE RESOLUTION PROCEDURE

## 1 OBJECTIVE

At Ellis Air Connect, our aim is to give you the highest quality service at all times. We seek to maintain and enhance our reputation of providing you with high quality energy and related services. We welcome and value complaints as they assist us in improving our services and customer service process.

We are committed to being responsive to the needs and concerns of our customers and will make every effort to resolving your complaint as quickly as possible.

## 2 INTRODUCTION

Our Complaint Handling and Dispute Resolution Procedure, prepared in accordance with *AS/NZS 10002:2014 Quality Management – Customer Satisfaction – Guidelines for Complaints Handling* standard, aims to provide a structured approach to resolving complaints and disputes that is fair, consistent and impartial, and that will lead to solutions that are acceptable to all parties and in particular, to the satisfaction of our customers.

This procedure ensures that:

- you are aware of and understand your rights to lodge a complaint about your dealings with us
- you are aware of and understand our complaint lodgement and handling processes and the mechanism for resolving your complaint in a timely, efficient, effective and respectful manner
- your complaint will be investigated impartially with a balanced view of all information or evidence
- we take active and reasonable steps to actively resolve your complaint and protect your personal information.

### 2.1 DEFINITION OF A COMPLAINT

In this procedure, a complaint means an expression of dissatisfaction by our customer or prospective customer relating to energy or energy-related service provided by us.

## 3 OUR PROCEDURE FOR HANDLING COMPLAINTS

If you are dissatisfied with the service provided by us, you should consider contacting us in the first instance.

Any of our customers has the right to make a complaint to us if they are not satisfied with our level of service or response. Ellis Air Connect will not discriminate against any customer as a result of the customer making a complaint.

### 3.1 HOW A COMPLAINT CAN BE MADE

You can address your concerns or lodge a complaint with us at Ellis Air Connect in one of the following ways:

- by completing a feedback form on our website [www.eaconnect.com/complaints](http://www.eaconnect.com/complaints),
- by telephoning us on 1300 121 603 from Monday to Friday 8.00am to 5.30pm AEST
- by emailing us at [complaints@eaconnect.com](mailto:complaints@eaconnect.com)
- by writing to us at Customer Care, Ellis Air Connect, 54 Alexandra Place, Murarrie, QLD 4172
- In person by speaking to any of our customer service representative staff.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing

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### 3.2 WHAT WE NEED FROM YOU

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently, we will ask you for the following information:

- your energy account with us including name and contact details
- the name of the person you have been dealing with about your energy service
- the nature of the complaint
- details of any steps you have already taken to resolve the complaint,
- details of conversations you may have had with us that may be relevant to your complaint
- copies of any documentation which supports your complaint.

### 3.3 HOW WE CAN HELP

Our customer representative receiving or managing your complaint should provide you with their contact details and any assistance necessary for you to make your complaint. However if you consider you need further assistance or escalate the complaint further, please telephone us at 1300 121 603 and ask to speak to our Customer Service Manager.

### 3.4 RECORDING YOUR COMPLAINT

When taking a complaint, we will record the information we collect from you listed under Section 3.2. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

As part of our on-going improvement plan for increase in customer satisfaction, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

If you lodge a complaint we will record your personal information solely for the purposes of addressing your complaint. Your personal details will be actively protected from disclosure, unless you expressly consent to its disclosure.

Where a third party supplier or agent was involved in your subscription or use of our energy or energy related service, we may be required to speak with them to fully investigate your complaint.

### 3.5 OUR FEEDBACK TO YOU

At Ellis Air Connect, we are committed to resolving your complaint at the first point of contact. However, this may not always be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within 3 business days. Once your complaint has been received, we will undertake an initial review of your complaint. We will strive to resolve your complaint within 10 business days of you lodging your complaint, Where we have been unable to resolve your complaint within this period, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your complaint.

During the initial review or investigation stage we may need to seek further clarification or documentation from you to assist us in resolving your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, normally through email, unless it has been mutually agreed that we can provide it to you verbally.

You have the right to make enquiries about the current status of your complaint at any time by contacting us on 1300 XXX XXX or emailing us at [complaints@eaconnect.com](mailto:complaints@eaconnect.com) and quoting the reference number that has been issued to you.

## 4 ADDITIONAL ASSISTANCE

Most complaints can be resolved through our internal complaints handling process. We request that you first provide us with the opportunity to resolving your complaint. While we will always try to do our best to resolve a customer complaint, at times, this may not be possible.

If you are dissatisfied with the outcome or resolution we provide in response to your complaints, you can request to have your complaint reviewed by a more senior customer representative at Ellis Air Connect to our initial representative who handled your complaint.

If the complaint is still not resolved to your satisfaction within 20 business days, you may take your complaint to a relevant external dispute resolution body such as the energy ombudsman.

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Customers who are not satisfied with the outcome of our complaints handling and dispute resolution process can contact the energy ombudsman for your area below to request a free and independent review.

For more information on this Procedure or further assistance, please visit [eaconnect.com/doc/complaints](http://eaconnect.com/doc/complaints), or give us a call on 1300 121 603 from Monday to Friday 8.00am to 5.30pm AEST.

## Queensland

Energy and Water Ombudsman Queensland  
Mail: PO 3640, South Brisbane BC, QLD 4101  
Phone: 1800 662 837  
Fax: (07) 3087 9477  
Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au) or [info@ewoq.com.au](mailto:info@ewoq.com.au)  
Web: [www.ewoq.com.au](http://www.ewoq.com.au)

## NSW

Energy and Water Ombudsman NSW  
Mail: Reply Paid 86550, Sydney South NSW 1234  
Phone: 1800 246 545  
Fax: 1800 812 291  
Email: [complaints@ewon.com.au](mailto:complaints@ewon.com.au)  
Web: [www.ewon.com.au](http://www.ewon.com.au)

## ACT

ACT Civil and Administrative Tribunal  
Mail: DX5691, GPO Box 370, Canberra ACT 2601  
Phone: (02) 6207 7740  
Fax: (02) 6205 4855  
Email: [ACATenergycomplaints@act.gov.au](mailto:ACATenergycomplaints@act.gov.au)  
Web: [www.acat.act.gov.au](http://www.acat.act.gov.au)

## Victoria

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

## South Australia

Energy Industry Ombudsman SA  
Mail: GPO Box 2947, Adelaide SA 5001  
Phone: 1800 665 565  
Fax: 1800 665 165  
Email: [contact@ewosa.com.au](mailto:contact@ewosa.com.au)  
Web: [www.ewosa.com.au](http://www.ewosa.com.au)

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