Retail Customer Complaints Handling Standard

July 2024

1. Introduction

Iberdrola Australia retails electricity and smart energy solutions to large business customers in the National Electricity Market (NEM) jurisdictions of Queensland, New South Wales, South Australia, Victoria, and the Australia Capital Territory.

Iberdrola Australia is committed to providing high quality products and services. Where you believe an issue has arisen in relation to a product or service, you may raise a complaint. We aim to provide a fair and efficient complaint handling process.

This standard provides guidance to Iberdrola Australia's retail customers about how to make a complaint and how that complaint will be managed fairly, efficiently, and effectively. This Standard also provides guidance about the key principles and concepts of our complaint management system to assist customers who wish to make a complaint.

2. Importance of complaints

Iberdrola Australia is committed to providing high quality services and solutions to our customers. Customer opinions regarding our services and solutions are vital to ensure we meet our objectives and continuously improve. In addition, complaints are important because they can provide valuable insights into areas of the business that may benefit from development or improvement. Complaints can also be an early warning of a potential compliance issue. They provide Iberdrola Australia the opportunity to examine its processes and procedures, evaluate their effectiveness, and if necessary, refine or improve those processes and procedures.

Iberdrola Australia continuously monitors its complaint management system and its effectiveness in responding to and resolving any complaints, including identifying and correcting any deficiencies in the operation of the system.

3. Making a complaint

A **Complaint** is an expression of dissatisfaction made to, or about, Iberdrola Australia relating to the product or service provided by Iberdrola Australia. The complaint can relate to Iberdrola Australia's retail services, employees, or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Iberdrola Australia is committed to seeking and receiving feedback about its services, systems, practices, procedures, and complaint handling process. Any concerns raised via feedback, or a complaint will be dealt with within a reasonable timeframe.

A complaint can be made verbally (by telephone or in person) to an Iberdrola Australia employee or in writing (including by letter or email). Complaints can also be made anonymously. There is no charge for lodging a complaint, and these can be made via the following methods:

- Telephone: **1800 917 372 (9am to 5pm Monday to Friday except Public Holidays; free within Australia)**
- Email: **enquiries@iberdrola.com.au**
- Post: **Level 22, Governor Phillip Tower, 1 Farrer Place, Sydney NSW 2000**

4. Complaints handling process

The following diagram and table show the stages involved in the complaints handling process as well as an explanation of each stage. The process involves a record keeping and reporting component to assist with review and continuous process improvement.

When responding to complaints, Iberdrola Australia employees will act in accordance with this Standard as well as any other internal processes regarding guidance on the management of complaints. This will also include consideration of any relevant regulatory requirements when managing complaints and other feedback.

4.1 Complaints handling stages

Stage	Activities
1. Receive complaint	When received, Iberdrola Australia will record the complaint and any supporting information. This record will be provided to the designated Retail Compliance Officer ('Compliance Officer'), who will assign each complaint a unique reference number in the Complaints Register. The record of the complaint will document: ▪ the contact information of the person making the complaint (where not being made anonymously), ▪ the details of issues raised by the person making a complaint and the outcome/s they seek, and ▪ any other relevant information.
2. Acknowledge complaint	Iberdrola Australia will acknowledge receipt of each complaint as soon possible, and normally within 2 business days of receiving the complaint.

Stage	Activities
3. Assess and investigate complaint	Iberdrola Australia will assess and investigate the complaint as quickly and efficiently as possible and aim to resolve the complaint promptly. When assessing a complaint, Iberdrola Australia will consider whether the matter raised in the complaint is within our control. We will also consider the outcome sought by the complainant. We will also assess whether there are multiple issues raised and determine whether each issue should be addressed separately. Following assessment, Iberdrola Australia will consider how best to resolve the complaint, which may include: ▪ providing the complainant with information or an explanation, ▪ gathering additional information from the product, person or area that the complaint is about, and/or ▪ undertaking further investigation into the complaint. During an investigation, any applicable privacy obligations under the *Privacy Act 1988* regarding an individual involved in the matter, and any applicable exemptions in or made pursuant to that Act, will be considered in relation to sharing relevant findings with the complainant.
4. Resolve complaint and explain decision	Iberdrola Australia will aim to provide a response to the complainant within 15 business days of receiving the complaint outlining any actions to be taken. However, depending on the nature of the complaint, if we do not expect to have a final resolution by then, we will provide the complainant an update before 15 business days have passed and advise of the progress and expected resolution time frame. Where additional time to investigate a complaint is required, Iberdrola Australia will aim to provide a final response to the complainant within 25 business days of receiving the complaint, unless both parties agree to a further extension. When responding to the complainant, Iberdrola Australia will advise the following: ▪ the outcome of the investigation ▪ the reasons for any decisions taken ▪ the proposed or completed remedy or resolutions, and ▪ any options for review that may be available to the complainant if they are not satisfied with the final response, including any further internal review, external review, or other external dispute resolution process.

Stage	Activities
5. Options for redress and close complaint	Where the complainant accepts the final response provided, Iberdrola Australia will close the complaint after implementing any relevant actions. If the complainant does not accept the final response (or at any other time during the complaint handling process), they can: ▪ ask for the complaint to be escalated internally to a more senior manager, or ▪ escalate the complaint to the relevant third-party dispute resolution scheme. The contact details for the relevant external dispute resolution schemes can be found below in the next section.
6. Record keeping and reporting	Iberdrola Australia will keep records concerning: ▪ how it managed the complaint, ▪ the outcome of the complaint (including whether it or any aspect of it was substantiated, any recommendation(s) made to address problems identified, and any decisions made on any such recommendations), and ▪ any outstanding actions that need to be undertaken. Implemented outcomes, outstanding actions and their progress will be monitored and reported to the Compliance Officer, the Retail Compliance Committee (RCC), and as necessary, other senior management. The Compliance Officer maintains a Complaints Register to track complaints and for reporting purposes to the RCC. In addition, the Compliance Officer and the RCC will regularly review the Complaints Register to identify any systemic issues and for continuous improvement purposes.

5. External dispute resolution schemes

A complainant may escalate a complaint to an external dispute resolution scheme where one of those are available depending on the type and location of the product or service provided. There are different external dispute resolution schemes for *retail electricity customer complaints* and *retail smart energy solutions customer complaints*. The contact details for the respective external dispute resolution schemes are below.

5.1 Retail electricity customers

Available external dispute resolution schemes by jurisdiction	
For customers in the ACT: **ACT Civil & Administrative Tribunal (ACAT)** Mail: GPO Box 370 Canberra, ACT 2601 Website: www.acat.act.gov.au Email: acatenergyandwater@act.gov.au Phone: 02 6207 1740	For customers in Victoria: **Energy & Water Ombudsman VIC (EWOV)** Mail: Reply Paid 469, Melbourne VIC 8060 Website: www.ewov.com.au Email: ewovinfo@ewov.com.au Phone: 1800 500 509 (free call) Phone: +61 3 8672 4410 (from overseas) Fax: 1800 500 549

5.2 Retail Smart Energy Solutions customers

Primary external dispute resolution scheme
NETCC Administrator Clean Energy Council Website: newenergytech.org.au Phone: (03) 9929 4195 Email: info@newenergytech.org.au

Additional external dispute resolution schemes, including state-based fair trading and consumer affairs bodies	
For customers in Victoria: **Energy & Water Ombudsman VIC (EWOV)** Mail: Reply Paid 469, Melbourne VIC 8060 Website: www.ewov.com.au Email: ewovinfo@ewov.com.au Phone: 1800 500 509 (free call) Phone: +61 3 8672 4410 (from overseas) Fax: 1800 500 549	**Consumer Affairs Victoria** Website: https://www.consumer.vic.gov.au/ Phone: 1300 55 81 81
For customers in the ACT: **Access Canberra** Website: Contact - Chief Minister, Treasury and Economic Development Directorate Phone: 13 22 81	

For customers in New South Wales:

NSW Fair Trading
Website: https://www.fairtrading.nsw.gov.au/contact-us
Phone: 13 32 20

For customers in Queensland:

QLD Office of Fair Trading
Website: https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/make-a-consumer-complaint
Email: Brisbane.OFT@justice.qld.gov.au
Phone: 13 74 68

For customers in South Australia:

Consumer and Business Services
Website: https://www.cbs.sa.gov.au/contact#
Phone: +61 8 8204 8532

6. Accessing this Standard

This Standard is available on Iberdrola Australia's website and a copy of this Standard will be made available to any complainants on request, free of charge.

7. Review of this Standard

This Standard will be reviewed at least every year or more frequently as circumstances warrant.