

Dispute Resolution Policy.

Not satisfied?
We want to hear from you
so we can make things right.

Energy in
action.

AGL

How to contact us if you have a concern.

If you have a concern with any aspect of AGL's service or products, please call us on **131 245** (residential), **133 835** (small and medium business) or **1300 785 739** (industrial and commercial business customers). Alternatively, write to AGL Energy, Customer Advocacy, Locked Bag 14120 MCMC, Melbourne VIC 8001.

Arabic
هل تحتاج لترجم؟ اتصل على الرقم أدناه:
Spanish
¿Necesita un intérprete? Llame al número indicado abajo.
Italian
Se vi serve un interprete, telefonate al seguente numero.
Greek
Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.
Croatian
Trebate li pomoć tumača? Nazovite nize navedeni broj.
Vietnamese
Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.
Chinese
如果您需要傳譯員的幫助，請致電以下號碼。

For language assistance please call **131 245**.

AGL Retail Energy Limited ABN 21 074 839 464
AGL Sales Pty Limited ABN 88 090 538 337
AGL Sales (Queensland) Pty Limited ABN 85 121 177 740
AGL South Australia Pty Limited ABN 49 091 105 092

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Making information easier to access.

We have made the information provided here easier to access by including 'quick links' within the text. When you roll your cursor over any of the contents or website URLs, you will notice they become highlighted or underlined. This means they are an active 'quick link'. Just click on the link and it will take you directly to the appropriate section of this document or the web page referred to.



1. How our Complaint Handling and Dispute Resolution Procedure works.

If you have a complaint with any aspect of AGL's service or products, please call us or write to us so that we can resolve your concerns. Our aim is to do this as quickly as we can. On some occasions we'll be able to do this at the time you call. However, more complex problems may need to be looked into further before we can get back to you. If this is the case, we'll try to resolve your complaint within 28 days of your original telephone call or receiving your letter. During this time if we need further information from you, we'll contact you and you can always call us for an update on how we're going with the resolution.

2. How to raise your concerns.

By phone.

Please call us on these numbers to discuss any concern you have about AGL's service or products.

Residential customers	131 245
Small and medium business customers	133 835
Industrial and commercial business customers	1300 785 739

By letter.

If you prefer, write to us at the following address with the details of your complaint and we will aim to provide an initial response within two business days of us receiving your letter.

AGL Energy
Customer Advocacy
Locked Bag 14120 MCMC
Melbourne VIC 8001

Taking your concern to a higher level.

If you're not happy at any stage with the way we are investigating your concern, you may have your complaint handled at a higher level by the relevant manager. You may request this at any time by calling or writing to us.

Taking your concern to the Ombudsman.

We are a member of the relevant Ombudsman Scheme in the States in which we sell gas or electricity. After attempting to resolve your complaint with us, if you're not satisfied with our efforts, you may contact the relevant State Ombudsman to review your complaint and our attempted resolution.

A complaint is an expression of dissatisfaction made to us whereby a resolution or response is expected (either explicitly or implicitly). It may be related to our products, services, policies, procedures or the complaints-handling process.

3. How to get in touch with your Ombudsman.

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

Web: www.acat.act.gov.au

NSW

Energy and Water Ombudsman NSW

Mail: Reply Paid K1343, Haymarket NSW 1239

Phone: 1800 246 545

Fax: 1800 812 291

Email: omb@ewon.com.au

Web: www.ewon.com.au

Queensland

Energy and Water Ombudsman Queensland

Mail: PO Box 3640, South Brisbane QLD 4101

Phone: 1800 662 837

Fax: (07) 3227 7068

Email: complaints@ewoq.com.au or info@ewoq.com.au

Web: www.eoq.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@eiosa.com.au

Web: www.eiosa.com.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

Web: www.ewov.com.au

