



# Dispute Resolution Policy

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

Effective 29 September 2021

## How our Complaint Handling and Dispute Resolution Procedure works

If you have a complaint about any aspect of our products or services, please call us or write to us so that we can resolve your concerns. A complaint is an expression of dissatisfaction made to us whereby a resolution or response is expected (either explicitly or implicitly). Our aim is to resolve your complaint as quickly as we can. On some occasions we will 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 we need more information from you, we will contact you. You can always call us for an update on how we're going with the resolution of your complaint.

For more information about your rights in relation to estimated bills (including Self Service Meter Reads), privacy and hardship, visit **[agl.com.au/yourrights](https://agl.com.au/yourrights)**

### Our Complaint Resolution Procedure

We offer a simple approach to addressing complaints about our products and services. Our customer service representatives will work with you to resolve any issues quickly, fairly and collaboratively. Your privacy is important to us, and all complaints are treated confidentially.

Many complaints are resolved within a few days. More complex matters may take a little longer, but we will keep you updated.

We expect our employees to treat you with respect throughout the process. We kindly request the same in return to reach a fair and reasonable outcome for both parties.

#### Step 1. Customer Solutions

If you experience a problem or wish to provide feedback, our Customer Solutions Team is your first point of reference. This team will investigate your concern and work with you to resolve it. This team can be contacted on **131 245** or online at **[agl.com.au](https://agl.com.au)**. Feedback received about our products and services will be shared with relevant areas.

#### Step 2. Complaints

If you remain dissatisfied with the resolution you have received, your matter can be reviewed by our Complaints Specialists Team. This team can be contacted on **1800 775 329** (8am to 6pm AET, Monday to Friday) or by email at **[complaints@agl.com.au](mailto:complaints@agl.com.au)**. For more information about our complaint management process, please refer to the AGL Standard Complaints and Dispute Resolution Policy.

#### Further help

Most matters can be resolved through our internal complaint process. We ask that you first provide us with the opportunity to explore all avenues in resolving your complaint. However, if you are not satisfied with the handling of your complaint, you may wish to seek further assistance from the Ombudsman. You can contact the Ombudsman at any time for free independent advice and information.

## Getting in touch with your Ombudsman

### Australian Capital Territory

ACT Civil and Administrative Tribunal

**Phone:** 02 6207 1740

**Web:** [acat.act.gov.au](http://acat.act.gov.au)

### New South Wales

Energy and Water Ombudsman NSW

**Phone:** 1800 246 545

**Web:** [ewon.com.au](http://ewon.com.au)

### Queensland

Energy and Water Ombudsman Queensland

**Phone:** 1800 662 837

**Web:** [ewoq.com.au](http://ewoq.com.au)

### South Australia

Energy and Water Ombudsman SA

**Phone:** 1800 665 565

**Web:** [ewosa.com.au](http://ewosa.com.au)

### Victoria

Energy and Water Ombudsman Victoria

**Phone:** 1800 500 509

**Web:** [ewov.com.au](http://ewov.com.au)

### Western Australia

Energy and Water Ombudsman Western Australia

**Phone:** 1800 754 004

**Web:** [ombudsman.wa.gov.au/energyandwater](http://ombudsman.wa.gov.au/energyandwater)