

## Click Energy Complaints Process

### Purpose:

At Click Energy we take pride in providing a reliable and hassle free service to our customers. Unfortunately, sometimes things go wrong. We certainly don't want our customers to be unhappy, so we:

Take your complaint seriously

Attempt to resolve your complaint at first contact

Will escalate the matter, if you're not happy with the resolution offered.

### Process:

To ensure that your complaint is lodged and dealt with immediately, we ask that you....

#### Step 1: Speak to us first.

- Give us a chance to fix the problem directly. We will investigate what went wrong and seek an immediate solution.
- There are 2 options you can choose from to let us know about your complaint.
  1. Send us an e-mail with your details to [complaints@clickenergy.com.au](mailto:complaints@clickenergy.com.au). Don't forget to include your:
    - Name
    - Customer Number
    - Address
  2. Speak to one of our customer service staff on 1800 77 59 29. Our office is open from Monday to Friday from 9.00am - 5.00pm AEST.

#### Step 2: Speak to one of our Team Leaders

- If we cannot resolve your complaint within 10 business days and you're not happy with how things are progressing – please let us know and we will escalate the matter to one of our Team Leaders.
- Our Team Leaders will work with you to further understand and resolve your complaint, they will also let you know what the outcome of your complaint is within 2 days from initial contact.

#### Step 3: Your Local Energy & Water Ombudsman (EWO).

- If we still haven't got it right and you're not happy with how things have gone, please contact your states' Energy & Water Ombudsman.
- This is a free, fair, unbiased and independent resolution service available for Electricity, Gas & Water customers.

#### For Victoria

Energy and Water Ombudsman (Victoria) -  
[www.ewov.com.au](http://www.ewov.com.au)  
GPO Box 469, Melbourne, Victoria 3001  
Free call (except mobile phones): 1800 500 509  
TTY for hearing impaired customers: 188 500 529

#### For QLD

Energy and Water Ombudsman Queensland -  
[www.ewoq.com.au](http://www.ewoq.com.au)  
PO box 3640, South Brisbane, Queensland, 4101  
Free call: 1800 662 837  
Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)

#### For NSW

Energy and Water Ombudsman New South Wales  
- [www.ewon.com.au](http://www.ewon.com.au)  
Reply Paid 86550, Sydney South NSW 1234  
Free call: 1800 246 545  
Email: [complaints@ewon.com.au](mailto:complaints@ewon.com.au)

#### For SA

Energy and Water Ombudsman SA -  
[www.ewosa.com.au](http://www.ewosa.com.au)  
GPO Box 2947, Adelaide, SA 5001  
Free Call: 1800 665 565

For Interpreter service for languages other than English please call: 13 14 50

Se avete bisogno di un interprete, per favore telefonate al numero riportato sopra

如果您需要傳譯言，請撥打以上電話號碼

Nếu bạn cần một thông dịch viên, xin vui lòng gọi số điện thoại trên

Si necessita un intérprete, llame al número arriba

If you have a hearing or speech impairment, please call us via the National Relay Service.

Dial 133 677 from your TTY phone and ask to be connected to 131 806.