

# AGL Standard Complaints and Dispute Resolution Policy

Effective 1 July 2019

Please read this document to find out more about our policy.

If you have any questions, call us on **131 245** (residential)  
or **133 835** (business).



# AGL Standard Complaints and Dispute Resolution Policy

## Can we help?

If you have any questions about the information provided here, or you would like to know how to be more energy efficient, visit [agl.com.au](http://agl.com.au) or call us on **131 245** (residential) or **133 835** (business).

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**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 niže 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 Limited ABN 49 091 105 092

# AGL Standard Complaints and Dispute Resolution Policy

## 1. Purpose

AGL recognises the value of customer complaints as an important tool in monitoring and responding to customer expectations. In order for AGL to respond appropriately to complaints, the complaints should be properly recorded and assessed as part of an ongoing complaints management process.

### 1.1 The purpose of the AGL Standard Complaints and Dispute Resolution Policy (Policy) is to:

- (a) Recognise, promote and protect customers' rights to complain about their dealings with AGL
- (b) Ensure that an accessible complaints management process is in place
- (c) Take appropriate action to resolve complaints as required
- (d) Provide a mechanism for resolving complaints in a timely, efficient and courteous manner
- (e) Record, assess and review complaints on an ongoing basis in order to improve the products and services offered by AGL.

## 2. Objective

- (a) The objective of this Policy is to embed an effective and efficient complaints management process that is aligned with AGL's business values, core vision and strategic objectives.
- (b) This Policy applies to all employees of AGL and all individuals who wish to make a complaint relating to AGL.
- (c) In developing this Policy, AGL has adopted industry best practice and ensured that its customer complaints management process is compliant with the Australian Standard 'AS/NZS 10002:2014 Guidelines for complaint management in organisations'.
- (d) The Policy is supported by the following AGL corporate policies and procedures that form part of our broader Governance Framework. In particular, AGL's:
  - Competition and Consumer Act Policy
  - Compliance Policy
  - Customer Charter
  - Code of Conduct
  - Privacy Policy
  - Risk Management Policy.

## 3. Policy Statement

This document is in place to ensure the consistent management of complaints and feedback across AGL. It sets out the process and procedures to be followed when addressing complaints and feedback. This Policy has been developed and aligned to ensure compliance with 'AS/NZS 10002:2014 Guidelines for complaint management in organisations'.

AGL is committed to creating value, loyalty and advocacy throughout the complaints process by:

### Ease

- (a) Making it easy for customers to raise complaints and provide feedback

### Visibility

- (b) Keeping customers up to date with progress through to resolution
- (c) Setting and managing customer expectations relating to action, timeframes and resolution
- (d) Senior management visibility through e2e complaints reporting and insights

### Timely

- (e) Ensuring complaints are managed in a timely manner and, when investigation is expected to take longer, customers are kept up to date on progress

### Delivery

- (f) Providing resolution information in an easy to understand way
- (g) Capability development through complaints training and upskilling to empower for early resolution
- (h) Continually improving by using complaints data, insights and root cause analysis

- (i) Ensuring feedback is passed back to leaders for employee coaching/upskilling as required
- (j) Ensuring customer feedback about products or services is passed onto the relevant department

### Personalisation

- (k) Ensuring customers are treated with respect, empathy and are listened to
- (l) Responding to customers using their preferred channel of communication.

## 4. What happens when a complaint is made?

### 4.1 When a complaint is received by AGL:

- (a) AGL will accurately record the details of the complaint as part of AGL's complaint management process, give it fair and genuine consideration and seek to achieve a fair outcome.
- (b) AGL will inform the customer that it is obliged to handle a complaint made by a customer in accordance with the AGL Standard Complaints and Dispute Resolution Policy which can be found on the website or a copy of which can be provided to the customer on request.
- (c) AGL will enquire into the complaint within a reasonable timeframe, having regard to the nature and complexity of the complaint.
- (d) AGL will keep customers informed of any progress.
- (e) AGL will treat the complaint respectfully and handle all personal information in accordance with the Privacy Act and AGL's Privacy Policy.
- (f) If appropriate, AGL will make changes to remedy the situation to prevent the situation reoccurring.
- (g) If the complaint is in relation to a self service meter read that has been rejected, AGL will follow its standard complaints process. Visit [agl.com.au/yourrights](http://agl.com.au/yourrights) for more information.

### 4.2 What happens if the complainant is not satisfied with the outcome?

- (a) If a complainant is dissatisfied with a decision, they can request to have their complaint reviewed by an AGL representative at a higher level to the initial AGL representative who handled the matter.
- (b) If the complaint is not resolved to the customer's satisfaction, the customer may take their complaint to the relevant external dispute resolution body (i.e. the relevant Ombudsman).
- (c) AGL will provide the customer with the contact details for the customer's relevant state energy Ombudsman if AGL has been unable to resolve the customer's complaint to their satisfaction.

## 5. Non-discrimination

Everyone has the right to make a complaint to AGL if they are not satisfied with AGL's services or policies. AGL will not discriminate against anyone as a result of that person making a complaint.

## 6. Definitions

**AGL** – Means AGL Energy Limited and each of its related bodies corporate.

**Complaint** – In accordance with the AS/NZS ISO 10002:2014 definition: an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

**Dissatisfaction** – The customer expresses displeasure, disappointment, unhappiness, anger or frustration regarding their experience.

**Employee** – Any employees, contractors and third-party agents of AGL.

**Enquiry** – A request for information about AGL products or services that does not reflect dissatisfaction and is generally any question or concern that is resolved through the customer's initial contact, when AGL provide appropriate information or referral which satisfies the customer. Or any query that needs an answer from another business unit/person where no dissatisfaction is expressed.

## 7. Review

The Policy will be reviewed on an annual basis.