

AGL Standard Complaints and Dispute Resolution Policy & Procedures

Effective 1 December 2025

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



AGL Standard Complaints and Dispute Resolution Policy & Procedures

Can we help?

If you have any questions about the information provided here, you can contact us by visiting [agl.com.au/contact](https://www.agl.com.au/contact) or by calling us on **131 245** (residential) or **133 835** (business).

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Hearing/speech impaired

Call us on **133 677** and quote **1300 664 358**.



Need an interpreter?

Talk to someone in your language.
Call us on **1300 307 245**

هل تحتاج إلى مترجم شفهي؟ اتصل على الرقم الوارد أعلاه
需要一位翻译？拨打上面的电话
Hai bisogno di un interprete? Chiama il numero sopra
통역 서비스가 필요하신가요? 상담의 번호로 전화해 주세요.
Cần thông dịch viên? Hãy gọi số trên

AGL Standard Complaints and Dispute Resolution Policy & Procedures

1. Purpose

We value your feedback. Complaints help us understand what's not working and how we can do better. This Policy explains how we handle complaints, so your concerns are heard, taken seriously, and used to improve our services.

Here's what this Policy is designed to do:

1. **Support your right to speak up** when something isn't right.
2. **Make it easy** for you to submit a complaint.
3. Ensure we **act quickly and fairly** to resolve your concern.
4. **Treat you with respect** and keep you informed throughout the process.
5. **Use your feedback** to improve our products and services where we can.

2. Objective

The objective of this Policy is to ensure that our complaints are managed fairly, consistently and in line with recognised industry standards. It applies to AGL customers and to anyone who wishes to raise a concern about our services, products, or interactions.

These Standards help us deliver a process that is:

- **Effective** – we aim to resolve complaints quickly and fairly.
- **Consistent** – all complaints are handled using the same principles.
- **Respectful** – we treat every customer with empathy and professionalism.
- **Accountable** – we use your complaints and feedback to improve our services wherever we can. It helps us train and upskill our teams, and improve our processes and customer experience.

This Policy is also supported by [AGL's Privacy Policy](#) and [Code of Conduct](#). More information is available on our website at [agl.com.au](#)

3. Policy Statement

This Policy outlines how we manage complaints and feedback consistently across AGL, in line with the Australian Standard AS 10002:2022 and the International Standard ISO 10002:2018. These Standards help ensure our process is fair, transparent, and focused on continuous improvement.

Easy to reach

- You can contact us through multiple channels to share your concerns or feedback.

Clear communication

- We'll keep you informed about what's happening and when you can expect a response.

Timely action

- We aim to resolve complaints as quickly as we can. If it takes us longer than expected, we'll let you know why and keep you updated on progress.

Outcomes

- We'll explain our decisions clearly and use your feedback to try and improve our services, where we can.

Respectful Service

- We'll treat you with empathy and respond using your preferred method of communication.
- We'll treat you with respect and ask the same in return.

We accept anonymous complaints and will treat them with appropriate confidentiality. However, if your identity is not known, it may limit our ability to fully investigate or respond to your concerns.

4. Supporting Vulnerable Customers

AGL understands that life can bring unexpected challenges, whether it's financial hardship, disability, family violence, mental health concerns, or other personal or social difficulties. If you're facing circumstances that may affect your ability to manage your energy account or communicate with us, please reach out. We're here to support you and will work with you to find possible pathways forward. You can find more information about our support options and policies published on our website. If you identify as a vulnerable customer, please let us know.

We are committed to:

- Handling your complaint with sensitivity and discretion, ensuring your situation is treated with the utmost respect and confidentiality.
- Prioritising your needs by tailoring our communication and support to suit your circumstances, including offering flexible contact options and response times.
- Connecting you with appropriate support services, including financial assistance where we can.

5. How to make a complaint

Everyone has the right to raise concerns with us. We treat all complaints seriously and respectfully, and we will never treat you unfairly for speaking up.

We want to hear from you. If you have a complaint, please contact AGL directly.

You can reach us by:

- Calling **131 245** (residential) or **133 835** (business)
- Emailing complaints@agl.com.au
- Using our online [complaints form](#)
- Using webchat via the [AGL App](#)

Customers with hearing or speech impairments can contact us via the National Relay Service (NRS):

- TTY: **1300 664 358**
- Voice Relay: **1300 555 727**

For more information, visit accesshub.gov.au

6. How we manage complaints

What to expect when you make a complaint:

When you raise a complaint with AGL, we follow a structured, fair, and reasonable process that complies with the Australian Standard AS 10002:2022 and the International Standard ISO 10002:2018.

Here's what you can expect. We will:

- **Record your complaint accurately** and treat it seriously, giving it fair and genuine consideration.
- **Acknowledge your complaint** to let you know your complaint has been received.
- **Investigate your concern** within a reasonable timeframe, having regard to the nature and complexity of the issue.
- **Keep you informed** throughout the process and let you know what's happening.
- **Treat your personal information with care** and in line with the [Privacy Act](#) and our [Privacy Policy](#).
- **Store and record** all complaints securely to protect customer privacy and prevent unauthorised access
- **If we find that something went wrong**, we'll take steps to fix it and prevent it from happening again.
- For the avoidance of doubt, complaints relating to AGL's use of **Centrepay** or the management of your **Deduction Authority** will be handled in accordance with this policy.

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

Not satisfied? We want to hear from you

We ask that you give us the opportunity to explore all reasonable avenues to resolve your complaint. If you're not happy with how your complaint has been handled or the outcome of your complaint, you have options to take it further.

Here's what you can do:

1. **Ask for a review** – Customers can ask for their complaint to be reviewed if they are not satisfied with the initial resolution. To do this, contact our Complaints Specialists Team on **1800 775 329** (8am–6pm AET, Monday to Friday) or email complaints@agl.com.au
2. **Contact the Ombudsman** – Most issues can be resolved through our complaints process, and we ask that you give us the opportunity to explore all avenues to resolve your complaint. If you're still not satisfied, or we're unable to resolve your complaint to your satisfaction, you can contact your state's energy Ombudsman for free, independent support.
3. **We'll help you take the next step** – AGL is happy to provide you with the contact details for your relevant Ombudsman and offer support if needed.

Alternatively, each state and territory has its own Energy Ombudsman scheme. Contact details are provided below.

7. Getting in touch with your Ombudsman

AGL is committed to resolving customer complaints in a fair, transparent, and timely manner. Customers are encouraged to contact AGL directly to discuss and resolve any concerns. If a complaint cannot be resolved through AGL's internal processes, customers have the right to escalate the matter to an external dispute resolution body. The relevant Ombudsman provides a free and independent service to assist customers in resolving disputes that remain unresolved with AGL.

ACT Civil and Administrative Tribunal

Mail: GPO Box 370, Canberra ACT 2601
Phone: **(02) 6207 1740** Email: tribunal@act.gov.au
Web: www.acat.act.gov.au

Energy and Water Ombudsman NSW

Mail: Reply Paid 86550, Sydney South NSW 1234
Phone: **1800 246 545** Email: complaints@ewon.com.au
Web: www.ewon.com.au

Energy and Water Ombudsman Queensland

Mail: PO Box 3640, South Brisbane BC Qld 4101
Phone: **1800 662 837** Email: complaints@ewoq.com.au
Or: info@ewoq.com.au Web: www.ewoq.com.au

Energy and Water Ombudsman South Australia

Mail: GPO Box 2947, Adelaide SA 5001
Phone: **1800 665 565** Email: contact@ewosa.com.au
Web: www.ewosa.com.au

Energy and Water Ombudsman Victoria

Mail: Reply Paid 469, Melbourne VIC 8060
Phone: **1800 500 509** Email: ewovinfo@ewov.com.au
Web: www.ewov.com.au

Ombudsman of Western Australia

Mail: PO Box Z5386, St Georges Tce, Perth WA 6831
Phone: **1800 754 004**
Email: energyandwater@ombudsman.wa.gov.au
Web: www.energyandwater.ombudsman.wa.gov.au

8. Definitions

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

Complaint – When you tell us you're unhappy with something we've done—or not done—about our products, services, staff, or how we've handled a previous issue, and you expect us to respond or resolve it.

Feedback – Any comment or suggestion you share with us about your experience, whether it's positive or negative, to help us improve our services.

Ombudsman – An independent service that helps resolve disputes between customers and service providers. You can contact your state's energy Ombudsman for free support.

Complaints Specialists Team – A team that reviews unresolved complaints and works with you to find a fair outcome.

9. Review

The Policy will be reviewed on an annual basis.