



[COMPLAINTS AND DISPUTE RESOLUTION PROCEDURES]

[Complaints and dispute resolution process for the provision of Electricity and Gas Retail in the state of New South Wales and other jurisdictions.]



1. Purpose

Customers to CovaU are our business. Without customers CovaU do not have a business.

We are sincerely sorry if you have a complaint and aim to help you through the resolution process. The process used by CovaU aligns with the Australian Standard (AS ISO 10002:2006) Customer Satisfaction - Guidelines for complaints handling in organizations and our requirements as an energy retailer.

The purpose is to provide the customer with a point of contact to enable the complaint to be recorded, actioned appropriately, responded to in a timely efficient manner and resolved to the satisfaction of the customer.

2. Policy Statement

CovaU aims to provide the highest level of customer service, which includes the handling of complaints. The complaints handling policy was created to be able to provide a fair and efficient mechanism to handle customer complaints.

If you feel that a breach of the Competition and Consumer Act (CCA) had been committed, you are advised to raise a complaint on the matter. CovaU treats all such complaints very seriously and each complaint will be dealt with accordingly.

It should also be noted that an authorised representative or advocate may make a complaint on a customer's behalf. Such authority must be completed with the Customer Service team prior to the representative making a complaint on a customer's behalf. If you have a disability, you may either call the Customer Service team or appoint an authorised representative to raise the complaint on your behalf.

No legal rights arise under this document.

3. Process

3.1 How to lodge a complaint

If you have a complaint or dispute with regards to CovaU please contact us on:

- **Telephone:** 1300 689 866 between 8am to 6pm weekdays
- **Email:** support@covau.com.au
- **Post:** Po Box R241, ROYAL EXCHANGE 1225



3.2 What we will do

When you speak to a CovaU Customer Service Representative, the representative:

- Shall respond and allocate a Complaint Reference Number for use in any further communications relating to this complaint.
- Shall request your details and record the complaint in a detailed manner.
- Shall also make you aware that this document is available on the CovaU website.
- Shall review the complaint / dispute in a reasonable timeframe dependent upon the complexity and nature of the complaint. See section of this process for reasonable timeframes
- Shall keep you informed on the progress of your complaint.
- Shall consult with you regarding resolution of this complaint where necessary and shall inform you when the complaint has been resolved.

And

- If possible, propose changes to stop or reduce the possibility of the scenario reoccurring.

CovaU representatives will always provide you with their name and try to resolve the complaint on the spot. Written complaints will be acknowledged within five (5) working days unless the issue has been determined to be an urgent complaint in which case, a response will be given within two (2) working days.

An urgent complaint is a complaint where:

- A complaint is made by a customer who has applied for or has been accepted as being in Financial Hardship under the Financial Hardship policy and where the subject matter of the complaint can be reasonably be presumed to directly contribute to or aggravate the Financial Hardship of that customer.
- Disconnection of a service is imminent or has occurred and where due process has not been followed.
- It involves a life support customer and their service for which they are receiving life support.

CovaU prefers to deal with complaints and enquiries by phone as this provides a quicker response time.

If the complaint is not resolved to your satisfaction you have the option to contact the ombudsman. Details of the ombudsman may be found in section 4 of this document.

3.3 Accessibility

All customers have the right to make a complaint and this may be in the form of verbal, email or post. The relevant contact points are detailed above.

For customers that require the national relay service, translation or interpretation the details may be found in section 4 below.



All details are also available on the CovaU website www.covau.com.au.

3.4 Responsiveness

All complaints shall be dealt with promptly and customers updated with progress of complaint.

3.5 Objectivity

Each complaint shall be addressed in an equitable, objective and unbiased manner.

3.6 Charges

Customers are not charged for the lodging of a complaint or the complaints handling process attached to this complaint.

3.7 Confidentiality

All complaints are dealt with in a confidential manner and in line with CovaU policies and the Privacy Act.

3.8 Customer Focused Approach

CovaU is committed to the effective resolution of complaints and accepts feedback to our complaints handling process.

3.9 Resources

Trained customer service representatives have been allocated to ensure the efficient processing of complaints and disputes. Dependent upon the complexity and nature of the complaint this may be escalated to the Customer Service Manager.

3.10 Accountability

Numbers and details of complaints are recorded and regularly reported to relevant parties.

These reports contain no details of the complainant and are used for the continual improvement process.

3.11 Continual Improvement

Complaints shall be recorded and classified. The results shall be analysed in report form and used for the purpose of continual improvement. The information is then used to, where possible, reduce or eliminate reoccurrence of similar complaints.



4. Additional

If you are not satisfied with the resolution or the investigation of your complaint, then you may request to have a supervisor review your complaint. The supervisor will try to provide a resolution as quickly as possible.

If all avenues of addressing your complaint have been exhausted or you find that the resolution to your complaint is still unacceptable you can contact your local energy ombudsman. They offer free, independent and impartial dispute resolution services and can help you resolve problems you have with your energy provider when you have not been able to do so directly.

If possible include the reference supplied to you by CovaU to ensure any disputes may be attended to effectively.

4.1 Ombudsman

New South Wales Energy & Water Ombudsman NSW

- **Telephone:** 1800 246 545
- **Website:** www.ewon.com.au

4.2 Non Discrimination

CovaU will not discriminate against any person as a result of that person making a complaint or disputing any proposed resolution.

4.3 National Relay Service

For customers who may require the assistance of the National Relay Service:

- **TTY:** 133 677
- **SMS Relay:** 0423 677 767

4.4 Translation and Interpreting

If you require assistance in translating or interpreting the options available please contact the Translator and Interpreter Service

- **TIS National:** 131 450 and ask to be connected to the CovaU customer service team on 1300 689 866.