

2024

Complaint and Dispute Resolution Policy

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Introduction

At NeoGrids, we are committed to providing excellent customer service. We recognise that feedback and complaints can help us improve our services. This policy ensures that all complaints are managed fairly, efficiently, and transparently.

Our Commitment

NeoGrids is dedicated to:

- Providing an open, efficient, and responsive complaint process.
- Responding to any complaints in a timely manner and aiming to resolve all concerns at the customer's initial contact.
- Addressing all contractual obligations to customers.
- Continuously improving our internal processes and complaint handling procedures.

Lodging a Complaint

Customers can lodge a complaint by completing our complaints form, phone, letter, or email. The complaint will be actioned by our Customer Service Team.

Contact Details:

- Complete our 'Formal Complaint & Dispute Resolution Form'
- Phone: 03 6316 5000
- Email: support@neogrids.com.au
- Post: NeoGrids Pty Ltd, Level 19, 180 Lonsdale Street, Melbourne VIC 3000

Please provide the following information when lodging a complaint:

- Contact details and description of the complaint.
- Requested resolution (if applicable).
- What action has been taken so far.
- Any other information required to respond to the matter.

Complaint Handling Process

- **Acknowledge:** All complaints will be acknowledged as soon as possible.
- **Investigate:** We will investigate the complaint and put on hold any disconnection or external collection or debt recovery action (if applicable).
- **Respond:** We will respond within five business days with an estimated timeframe for resolving the complaint.
- **Resolution:** We will discuss a resolution and, if accepted, this will be carried out and recorded.

What Happens Next

- **Progress Updates:** We will keep you informed of the progress of your complaint by email.
- **Resolution Communication:** Once we believe we have a resolution, we will communicate this to you in writing by email. If we do not hear from you within 10 business days, we will consider the complaint closed.

If You Are Not Satisfied

If you are not satisfied with the resolution, you can escalate the complaint to NeoGrids' senior management or contact the Energy Ombudsman in your state for independent advice.

Energy Ombudsman Contact Information

New South Wales

Energy and Water Ombudsman NSW

Post: Reply Paid 86550, Sydney South NSW 1234

Telephone: 1800 246 545

Email: complaints@ewon.com.au

Website: www.ewon.com.au

ACT

ACT Civil and Administrative Tribunal

Post: GPO Box 370, Canberra ACT 2601

Telephone: (02) 6207 1740

Email: tribunal@act.gov.au

Website: www.acat.act.gov.au

Queensland

Energy and Water Ombudsman Queensland

Post: PO Box 3640, South Brisbane QLD 4101

Telephone: 1800 662 837

Email: complaints@ewoq.com.au

Website: www.ewoq.com.au

Victoria

Energy and Water Ombudsman Victoria

Reply Paid 469, Melbourne VIC 8060

Phone: 1800 500 509

Email: ewovinfo@ewov.com.au

Website: www.ewov.com.au

Accessibility Options

For interpreter services, please call TIS National on 131 450. If you have a hearing or speech impairment, please contact the National Relay Service:

- Voice Relay: 1300 555 727
- TTY: 133 677
- SMS Relay: 0423 677 767

Confidentiality

We will handle all personal information in accordance with the Privacy Act 1988 (Cth) and our privacy policy. Your personal information will be protected from inappropriate disclosure.

Continuous Improvement

We will continually review and update this policy to ensure it remains effective and relevant. We use customer feedback and complaint data to measure satisfaction and improve our services.

This policy is available on our website and can be provided in hardcopy upon request.