



Australian Gas Networks Limited

ACN 078 551 685

Complaint and Dispute Resolution Procedure

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1. Purpose

This document outlines the set of procedures which Australian Gas Networks Limited (AGN) (ACN 078 551 685) (and each of its subsidiaries) will apply to “small customer” complaints and disputes.

In this document, a reference to “**AGN**” is a reference to AGN or, where the complaint or dispute relates to a subsidiary of AGN, to that subsidiary.

2. Scope

This document applies to small customers who make a complaint to AGN about a relevant matter, or any aspect of a relevant matter, concerning the small customer and AGN.

This document is not applicable to disputes referred for resolution outside of AGN.

3. General

This document has been prepared in accordance with **Australian/New Zealand Standard 10002 (2014) Guidelines for complaints management in organisations.**

A copy of this document can be downloaded from AGN’s website at:

www.australiangasnetworks.com.au/gas-connections/the-process/contract-information

This document and the complaints process is administered by AGN’s contracted network asset manager, APA Group.

4. Definitions:

Complaint means an expression of dissatisfaction made to AGN, related to a relevant matter, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

Customer means a person to whom energy is sold for premises by a retailer or who proposes to purchase energy for premises from a retailer.

Relevant Matter means a matter arising between a small customer and AGN –

- (a) under or in connection with the National Energy Retail Law, Regulations or Rules, including but not limited to a matter concerning any of the following:
 - i. a deemed standard connection contract between a small customer and AGN; and
 - ii. a negotiated connection contract between a small customer and AGN.
- (b) under or in connection with the National Gas Rules concerning a new connection or connection alteration

but does not include matters concerning the setting of AGN’s tariffs and charges.

Shared Customer means a person who is a customer of the retailer and whose premises are connected to AGN’s distribution system.

Small Customer means a customer who is a residential customer or who is a business customer who consumes energy at business premises below 1 terajoule per annum.

5. Guiding Principles in Handling Complaints and Disputes

AGN is committed to the following complaints management guiding principles:

5.1 People Focus

Everybody has a right to complain; adopt a people-focussed and proactive approach to seeking feedback and receiving complaints.

5.2 Ensuring no detriment to complainant

No detriment should be suffered by the complainant for making a complaint.

5.3 Visibility

AGN will provide information about the how and where to complain to customers, staff and other stakeholders.

5.4 Accessibility

Complainants can easily access the complaints management process and information on the process.

5.5 Charges

Access to the complaints-handling process is free of charge to the small customer.

5.6 Responsiveness

Receipt of a complaint will be acknowledged (immediately by telephone and within one business day on receipt for email, letters and facsimiles) to the small customer and complaints will be addressed promptly in accordance with their urgency and, where applicable, the requirements of the National Energy Retail Law and the National Energy Retail Rules or other relevant laws.

Customers will be treated courteously and be kept informed of the progress of their complaint through the complaints-handling process.

5.7 Objectivity and Equity

Each customer will be addressed in an equitable, objective and unbiased manner through the complaints-handling process.

5.8 Confidentiality

Personally identifiable information concerning the small customer will be available where needed, but only for the purposes of addressing the complaint and will be actively protected from disclosure, unless the small customer expressly consents to the disclosure.

5.9 Customer-focused approach

A customer-focused approach is taken when handling complaints and feedback is welcome, including complaints. There is a commitment to resolving complaints.

5.10 Accountability

AGN will ensure that accountability for the operation of our complaint management system is clear, including record keeping obligations.

5.11 Continual improvement

The continual improvement of the complaints management process and our ongoing commitment to excellence in customer service will remain a key focus and an ongoing business objective.

6. Complaint Handling and Dispute Resolution Process

6.1 Receipt of complaint

Upon reporting of the initial complaint, the complaint will be recorded with supporting information and a unique identifier code.

6.2 Tracking of complaint

The complaint will be tracked from initial receipt through the entire process until the customer is satisfied or the final decision is made. An up-to-date status will be made available to the customer upon request and at regular intervals, at least at the time of preset deadlines.

6.3 Acknowledgement of complaint

Each complaint will be acknowledged to the customer immediately via post, telephone or e-mail.

6.4 Initial assessment of complaint

After receipt, each complaint will be initially assessed in terms of criteria such as severity, safety implication, complexity, impact and the need and possibility of immediate action.

6.5 Investigation of complaints

Every reasonable effort will be made to investigate all the relevant circumstances and information surrounding a complaint. The level of investigation will be commensurate with the seriousness, frequency of occurrence and severity of the complaint.

6.6 Response to complaints

Following an appropriate investigation, a response will be provided to the customer. If the complaint cannot be immediately resolved, then it will be dealt with in a manner intended to lead to its effective resolution as soon as possible.

6.7 Communicating the decision

The small customer will be informed of the outcome of the complaint process and of any reasons for the decision regarding the outcome, as soon as reasonably possible.

6.8 Closing the complaint

If the customer accepts the proposed decision or action, then the decision or action will be carried out and recorded.

If the customer rejects the proposed decision or action, then the complaint will remain open. This will be recorded and the customer will be informed of alternative forms of internal and external recourse available.

The complaint will continue to be monitored until all reasonable internal and external options of recourse are exhausted or the customer is satisfied.

7. Enquiries or complaints relating to the retailer

If a shared customer makes an enquiry or complaint to AGN about an issue relating to the sale of energy, AGN must:

- (a) if the enquiry or complaint is made by telephone – refer the shared customer to the retailer's enquiry or complaint telephone number where practicable; or
- (b) otherwise, as soon as practicable, but no later than the next business day after receiving the enquiry or complaint, provide the retailer with the details of the enquiry or the complaint, including contact details of both the customer making the enquiry or complaint and the person who received the enquiry or complaint.

8. Contacting AGN

A customer may make a complaint to AGN about a relevant matter or an aspect of a relevant matter, concerning the customer and AGN by contacting our office.

Customer Service Officer - Complaints
60 Schneider Rd, Eagle Farm, QLD 4009
Tel: 1300 001 001
Email: NetworksCustRela@apa.com.au

9. Energy Ombudsman

If a small customer is not satisfied with the outcome of its complaint, the small customer may make a complaint or take a dispute to the energy ombudsman.

The Ombudsman office can be contacted as follows:

South Australia

Telephone: 1800 665 565
Fax: 1800 665 165
Mail: Energy and Water Ombudsman SA
GPO Box 2947
Adelaide SA 5001
Internet: www.ewosa.com.au
Email: contact@ewosa.com.au

Victoria

Telephone: 1800 500 509
Fax: 1800 500 549
Mail: Energy and Water Ombudsman Victoria
Reply Paid 469
Melbourne Vic 8060
Internet: www.ewov.com.au
Email: ewovinfo@ewov.com.au

Queensland

Telephone: 1800 662 837
Fax: (07) 3227 7068
Mail: Energy and Water Ombudsman Queensland (EWOQ)
PO Box 3640
South Brisbane Qld 4101
Internet: www.ewoq.com.au
Email: complaints@ewoq.com.au

New South Wales

Telephone: 1800 246 545
Fax: 1800 812 291
Mail: Energy and Water Ombudsman New South Wales
Reply Paid K1343
Haymarket NSW 1239
Internet : www.ewon.com.au
Email: omq@ewon.com.au