

AGL Standard Complaints and Dispute Resolution Policy.

Please read this
booklet to find out more
about AGL's Dispute
Resolution Policy.

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

Effective
20 March 2013.

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action®

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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, please call us on **131 245** (residential) or **133 835** (business), visit [www.agl.com.au](#) or complete an [Energy Efficiency Survey](#).

Arabic

هل تحتاج مترجم؟ 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 Pty Limited ABN 49 091 105 092

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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 on going complaints management process.

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

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

2. Objective.

- 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.
- This Policy applies to all employees of AGL and all individuals who wish to make a complaint relating to AGL.
- 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 ISO 10002-2006 'Customer Satisfaction – Guidelines for complaints handling in organisations'.
- The Policy is also supported by the various AGL corporate policies and procedures that form part of our broader Governance Framework, in particular, AGL's:
 - Customer Charter.
 - Risk Management Policy.
 - Code of Conduct.

3. Policy Statement.

- AGL recognises that all individuals have the right to complain, have their complaint heard and be treated with dignity and respect. Any individual who makes a complaint also has the right to not be discriminated against as a result of making the complaint. This means customers will not be treated unfavourably, including in the way AGL communicates and provides services both during the resolution of the complaint and once the complaint is resolved.
- AGL recognises that complaints can often highlight gaps in our processes and encourages customers to raise issues so that they can be addressed.
- The guiding principles from the AS ISO 10002-2006 'Customer Satisfaction – Guidelines for complaints handling in organisations' apply to AGL in the following manner:

Commitment – The AGL Board, Executive Team and Senior Management are committed to an integrated dispute resolution system and providing the necessary support and resources for the system to operate effectively (including the provision of appropriately trained employees, the implementation of an enterprise-wide internal complaints management process and the existence of a robust complaints reporting procedure).

Resources – AGL has deployed the necessary resources to ensure that the Internal Dispute Resolution process operates effectively and efficiently, and that complaints are managed by staff who have received sufficient training and are competent to deal with complaints that are received.

Visibility – AGL informs its customers of its complaints management process through its customer charter which is provided to all customers who sign up to AGL. This document is publically available at all times on the AGL website. Employees who also receive and/or manage complaints have a thorough understanding of the AGL complaints management process and can provide this information to customers upon request.

Accessibility – All individuals have the right to make a complaint to AGL by any reasonable means (eg. telephone, email, online and in writing).

Responsiveness – AGL deals with and responds to complaints promptly and keeps complainants informed of the process and the progress of their complaint.

Objectivity – Each complaint is addressed in an equitable, objective and unbiased manner. AGL recognises the need to be fair to both the complainant and any employee involved in the handling of the complaint.

Charges – AGL does not charge customers for the lodgment and processing of complaints.

Confidentiality – All complaints are recorded and dealt with in the strictest confidence. Personal information of the complainant is accessed only as necessary, and only for the purposes of addressing the complaint. All personal information is treated by AGL consistent with its obligations under the Privacy Act and AGL's Privacy Policy.

Customer-focused approach – AGL is committed to the efficient and equitable resolution of complaints, and acknowledges each individual's right to complain.

Accountability – Complaints are reported to Senior Management and to the AGL Board as considered appropriate. An overview of complaints statistics is reported to the AGL Board's Audit and Risk Management Committee for review, together with information on the AGL complaints management process.

Continual Improvement – AGL has established a complaints tracking system to ensure that systemic problems are identified, classified and analysed. The AGL Internal Dispute Resolution process is reviewed on an annual basis to ensure it is delivering effective outcomes. Complaint Root Cause Analysis Reports are also produced on a monthly basis and distributed to the business units who are responsible for the resolution of complaints.

4. What happens when a Complaint is made?

4.1 When a complaint is received by AGL:

- 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.
- Complaints are allocated to a complaints handling officer.
- 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.
- AGL will enquire into the complaint within a reasonable timeframe, having regard to the nature and complexity of the complaint.
- AGL will keep customers informed of any progress.
- AGL will treat the complaint respectfully and handle all personal information in accordance with the Privacy Act and AGL's Privacy Policy.
- If appropriate, AGL will make changes to remedy the situation to prevent the situation reoccurring.

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, in writing, the contact details for the relevant energy Ombudsman if AGL has been unable to resolve the customer's complaint within 28 days. This information is also available on the AGL website.

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 ISO 10002-2006 definition: an expression of Dissatisfaction made to AGL where a response or resolution is expected (either explicitly or implicitly). The expression of Dissatisfaction may be related to AGL's products, services, policies, procedures or the complaints management process. It is to be differentiated from an 'Enquiry'.

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.