



## COMPLAINT MANAGEMENT AND DISPUTE RESOLUTION POLICY

### Our commitment

At Red Energy we work hard to provide our customers and our community with something better and we strive to do the right thing by our customers every time. Sometimes things can go wrong and if that happens, we encourage you to tell us. We believe feedback and complaints help us to continuously improve, take ownership and learn from our mistakes.

### How we will work with you

At Red Energy we have a clear and accessible process for you to raise a concern. In receiving and resolving complaints we strive to be open, impartial and fair. Most importantly, we will endeavour to find a reasonable solution to your concern as quickly as possible. While we're investigating and resolving your complaint, we will keep your personal information confidential and will not disclose it to third parties unless required and / or permitted under relevant privacy legislation. Red Energy's Privacy Policy is published on our website and is available on request.

### How to make a complaint

If you have a complaint about our products or services, we encourage you to contact us. We are available Monday to Friday from 8am to 8:30pm and Saturday 9am to 5.30pm (AEST) and (AEDST). Our team is trained in the effective handling of complaints and will endeavour to resolve your concerns at the first point of contact. If your complaint isn't resolved to your satisfaction you may request to have your complaint escalated and we will work to find a reasonable solution. We will contact you within a reasonable time after receipt of your complaint and aim to resolve your complaint in a timely and appropriate manner.

Phone 131 806

Fax 1300 66 10 86

Email [info@redenergy.com.au](mailto:info@redenergy.com.au)

Web [www.redenergy.com.au](http://www.redenergy.com.au)

Post Red Energy Pty Ltd  
PO Box 4136  
East Richmond VIC 3121

### Estimated meter reads

If we have rejected your customer meter read, we will promptly notify you in writing and provide reasons. If you are not satisfied with the reasons provided for the rejection of your customer meter read, you may contact us to make a complaint and we will attempt to resolve the matter in accordance with this Policy.

### Ombudsman

If you are dissatisfied with our resolution, you may refer your complaint to the relevant State energy Ombudsman. The Ombudsman provides an independent and free dispute resolution service for customers when they have been unable to resolve their concerns directly with their energy retailer. The Ombudsman will try to negotiate a resolution through discussion and agreement. Where this is not possible, the Ombudsman may make a final and binding decision.



<p><b>Victoria</b> Energy &amp; Water Ombudsman Victoria Telephone: 1800 500 509 Website: <a href="http://www.ewov.com.au">www.ewov.com.au</a></p>	<p><b>New South Wales</b> Energy &amp; Water Ombudsman New South Wales Telephone: 1800 246 545 Website: <a href="http://www.ewon.com.au">www.ewon.com.au</a></p>
<p><b>South Australia</b> Energy &amp; Water Ombudsman South Australia Telephone: 1800 665 565 Website: <a href="http://www.ewosa.com.au">www.ewosa.com.au</a></p>	<p><b>Queensland</b> Energy &amp; Water Ombudsman Queensland Telephone: 1800 662 837 Website: <a href="http://www.ewoq.com.au">www.ewoq.com.au</a></p>
<p><b>Australian Capital Territory</b> ACAT Australian Capital Territory Civil and Administrative Tribunal Telephone: 02 6207 1740 Website: <a href="http://www.acat.act.gov.au">www.acat.act.gov.au</a></p>	