



POOLED ENERGY:
COMPLAINTS HANDLING AND DISPUTE
RESOLUTION POLICY

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1. Objectives

The objectives of Pooled Energy's Complaints Handling and Dispute Resolution Policy are:

- Pooled Energy is committed to responding to customer complaints promptly and fairly.
- Pooled Energy's Policy is designed to provide an effective framework for resolving customer complaints, to the high satisfaction of a customer.

Pooled Energy is committed to providing a high level of customer service. We value your feedback and use this to continue to develop our customer offerings and ongoing service to you, to ensure the highest standard of customer service is provided to you.

2. Complaints Handling Process:

- Please contact us if you have a complaint regarding your electricity contract, billing and supply, or your pool equipment and services.
 - One of our trained Customer Service Specialist will respond to you regarding your electricity arrangements
 - One of our pool technician's will respond to you regarding your pool equipment and services
- Our Customer Service Team will:
 - Record the details of your complaint and advise on how your complaint will be resolved
 - Your complaint will be categorized into one of 2 categories to enable us to promptly resolve your inquiry:
 - Electricity
 - Pool Equipment and Services
 - Update you on how your complaint is progressing
 - Provide you with a clear explanation of resolving your complaint and provide you with recommendations, if required
 - Treat your complaint respectfully
 - Handle all personal information in accordance with the Privacy Act 1988 and Pooled Energy's Privacy Policy (available on request, and on our website)
 - Advise you of other measures should you wish to escalate your complaint if you are unhappy with the resolution

3. How to Contact Us?

Please contact us in the following ways:

Email

- info@pooledenergy.com
- Pooled Energy will:
 - Respond and acknowledge receipt of your complaint within 2 business days via email
 - Call you to attempt to resolve your complaint over the phone

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- If we are unable to advise you over the phone, our Customer Service Team will advise you of the process for resolving your complaint
- Aim to resolve your complaint within a reasonable timeframe

Phone

- Contact us on 1300 364 703 between 9am – 5pm Monday to Friday
- For out of hours emergencies please call 1300 364 703.

Post

- Write to us at: PO Box 652 Northbridge NSW 2063.

In order to protect your account, please provide us with:

- your name
- account number
- phone number
- whether your inquiry is related to your Electricity Services or your Pool Services
- a description of your inquiry

4. Dispute Resolution Policy

Pooled Energy’s objective is to provide our customers with a high level of customer service and to respond to your complaints to your high satisfaction.

However, if you are unhappy with how our Customer Service Team or other team members have resolved your complaint, you may escalate your complaint by:

- Requesting to speak with our Customer Service Team Manager, if you are unhappy with how a member of our Customer Service Team has resolved your complaint.
- Contacting the Energy and Water Ombudsman:
 - If you feel that a complaint has not be resolved by Pooled Energy to your satisfaction, you have the right to take your complaint referred to the Ombudsman.
 - Contact details for the Ombudsman are:

Energy and Water Ombudsman NSW

Reply Paid 86550
 Sydney South NSW 1234
 T: 1800 246 545
 E: omb@ewon.com.au