

**EMBEDDED NETWORK
COMPLAINTS HANDLING &
DISPUTE RESOLUTION
POLICY [EXTERNAL VERSION –
AUGUST 2020]**

1. Overview

The GPT Group is committed to providing our embedded network customers with excellent service and to being held accountable for responding to embedded network customer concerns. This Complaints Handling and Dispute Resolution Policy (as amended from time to time) (Policy) governs how we handle your complaints fairly, efficiently and effectively.

2. Purpose

This Policy has been written having regard to:

- the guidelines set out in Australian Standard AS ISO 10002-2006 'Customer satisfaction – guidelines for complaints handling in organisations'; and
- the complaint handling guidelines of the Energy and Water Ombudsman Victoria.

The key objectives of this Policy are to:

- recognise, promote and protect the rights of embedded network customers;
- provide clear guidelines and procedures for dealing with embedded network complaints;
- ensure that complaints are dealt with fairly, effectively and efficiently; and
- provide procedures for monitoring complaints so that systemic and recurring problems are identified and rectified to improve the services provided by The GPT Group to embedded network customers.

This Policy applies to complaints made in respect of the provision of embedded network services by The GPT Group.

3. Policy

3.1 Definition of a complaint

The Australian Standard AS ISO 10002-2006 on complaints handling defines a complaint as “an expression of dissatisfaction made to an organisation, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected”.

The GPT Group considers a complaint to be an expression of dissatisfaction with the electricity services provided through GPT's embedded networks, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected. This may include dissatisfaction with:

- The supply of electricity to the Supply Address via the embedded network;
- The installation of metering equipment at the Supply Address;
- Meter readings;
- The issuing of Tax Invoices;
- The tariff applied or incorrect charging;
- The ability to purchase energy from a retailer of choice; or
- The disconnection and/or reconnection of the Supply Address.

3.2 Our approach to dealing with complaints

We are committed to dealing with complaints from embedded network customers in accordance with the following guidelines.

a. Visibility

- We will ensure that information about how to make a complaint and how we will handle a complaint is well publicised and easily available to customers, our employees and the

interested parties. That includes making this Policy freely available on our website and providing free copies of this Policy on request.

b. Accessibility

We will accept complaints made through a range of methods (including by phone, email, post and fax).

c. Responsiveness

We will ensure that we respond appropriately to your complaint, including by:

- treating you courteously at all times;
- protecting your identity where this is practical and appropriate;
- promptly acknowledging receipt of your complaint either in writing or over the phone;
- advising you of the period within which we expect to address your complaint;
- addressing your complaint in a timely fashion, having regard to the nature of the complaint and the complexity of the relevant circumstances; and
- advising you of the outcome of the complaints process as soon as reasonably possible.

d. Objectivity

We will ensure that your complaint is addressed in a manner which is:

- fair and equitable;
 - objective and impartial; and
- consistent with this Policy, all applicable laws and other regulatory instruments.

e. Fees

We will not impose any charge or fee on you for lodging a complaint, requesting information in relation to complaints or requesting a copy of this Policy.

f. Confidentiality

The GPT Group believes that the privacy of its information is critical. Personal information will be collected, used and disclosed in accordance with our Privacy Policy, which is available on our website: <http://www.gpt.com.au/privacy-policy>.

4. How to raise a complaint

4.1 Get in contact with us

Active Utilities Pty Ltd has been appointed as Specialist Service Supplier of embedded network operations services. Active Utilities is to act as the main point of contact for embedded network customers to make tenant account enquiries.

The contact details for Active Utilities are:

Phone: 1300 587 623

Email: service@activeutilities.com.au

Post: 40 English St, Essendon Fields VIC 3041

Fax: 1300 587 624

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If preferred, you may contact The GPT Group directly by using the contact details set out below:

Embedded Network Officer [Business Administration Manager, Energy Solutions]

Phone: 02 8239 3724

Email: embedded.networks@gpt.com.au

Post: Embedded Network Officer, Level 51, 25 Martin Place, Sydney NSW 2000

4.2 Privacy Complaints

Complaints relating to the privacy should always be directed to The GPT Group in the first instance.

The contact details for the Privacy Officer are as follows:

Phone: 02 8239 3555

Fax: 02 9225 9318

Email: company.secretary@gpt.com.au

Postal address: Privacy Officer c/- Company Secretary, Level 51, 25 Martin Place, Sydney NSW 2000

See the GPT Privacy Statement through the “Privacy Policy” link on the GPT corporate website (<http://www.gpt.com.au/privacy-policy>) for further information about how we handle your personal information.

4.3 Energy Ombudsman

Embedded Networks may be covered under State or Territory Ombudsman’s schemes. We suggest contacting the relevant organisation, if we fail to provide you with a satisfactory resolution to your complaint, using the following contact details:

NSW	Energy and Water Ombudsman NSW
Website:	www.ewon.com.au
Telephone:	1800 246 545
Email:	omb@ewon.com.au
Postal Address:	Reply Paid 86550, Sydney South NSW 1234
Complaints:	http://www.ewon.com.au/index.cfm/making-a-complaint/complaintforms/customer-complaint-form/
VIC	Energy and Water Ombudsman (Victoria)
Website:	www.ewov.com.au
Telephone:	1800 500 509
Email:	ewovinfo@ewov.com.au
Postal Address:	Reply Paid 469, Melbourne VIC 8060

5. How we manage the resolution of complaints

We will endeavour to investigate and resolve complaints to our customers’ satisfaction.

We will dedicate reasonable time and effort to investigating the relevant circumstances of all complaints. After investigating the complaint, we will take actions to resolve the complaint which takes into account:

- whether the issues raised in the complaint are within our control;
- whether the complaint is serious, complicated or urgent;
- whether the complaint raises health and safety concerns;
- how the person making the complaint is being affected;

- the risks involved if resolution of the complaint is delayed;
- whether a resolution requires the involvement of other organisations; and
- the risk of similar complaints arising in the future if action is not taken.

The person raising the complaint (or persons where complaints of a similar nature are raised) will be notified of the outcome of their complaint as soon as reasonably practical and provided with:

- reasons for our decision;
- an opportunity to provide comments or ask questions in relation to the outcome; and
- the contact details of any relevant Energy Ombudsman and advised of the right to refer the complaint to the relevant Energy Ombudsman if dissatisfied with the outcome.

6. Further Information

If you require additional information about this Policy and/or you have any questions, issues or concerns, or suggestions for improvement to this policy, please contact the Embedded Network Officer.