

# COMPLAINTS MANAGEMENT POLICY



## PURPOSE

The purpose of this Policy is to ensure that Energy Queensland Limited (**EQL**) and its subsidiaries (collectively the “**EQL Group**”) achieve excellence in complaints management by:

- managing complaints in a professional, efficient and fair manner;
- properly managing its relationship with customers and stakeholders; and
- as a learning organisation, developing and continuously improving its services.

### Scope

This Policy applies to all members of the EQL Group, their officers, employees, contractors (where applicable) and any other person notified that this Policy applies to them.

## POLICY STATEMENT

The EQL Group is committed to effective complaints management by managing complaints in an open, transparent, accountable, timely and fair manner, in compliance with the Australian Standard on complaints management (AS/NZS ISO 10002:2022 Guidelines for Complaint Management in Organisations and its Guiding Principles of Complaints Management). These Guiding Principles are embedded in relevant procedures and processes for each subsidiary company.

The EQL Group manages unreasonable complainant conduct under the EQL Group’s Managing Unreasonable Complainant Conduct Standard, a standard to help identify and manage unreasonable complainant conduct for staff handling EQL Group complaints.

The EQL Group is also committed to continuous improvement of complaints management through regular monitoring and reporting mechanisms to identify areas of potential improvement.

## IMPLEMENTATION

### Governance and Accountability

Annexure A sets out the roles and responsibilities for complaints management.

### Guiding Principles

The EQL Group customer complaints management is aligned to the guiding principles outlined in the Australian Standard on complaints management (AS/NZS ISO 10002:2022 Guidelines for Complaint Management in Organisations and its Guiding Principles of Complaints Management).

### Complaints Handling Approach

A complaint may be made by directly contacting EQL or its subsidiary companies in accordance with the processes and standards outlined in the references below.

Complaints will be acknowledged within 2 business days. Complainants will be contacted within 10 business days to advise of the resolution or otherwise of the investigation.

If the customer/complainant is dissatisfied with the resolution, the EQL Group will refer the customer to the Energy and Water Ombudsman Queensland.

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If there is a complaint raised that relates to allegations of wrongdoing including conduct involving criminal (for example fraud or stealing), fraudulent, dishonest or unethical behaviour, the Fraud and Corruption Policy must be adhered to, to ensure the complaint is managed effectively.

## EXTERNAL REFERENCES

The following document applies to this Policy:

AS/NZS ISO 10002:2022 Guidelines for Complaint Management in Organisations and its Guiding Principles of Complaints Management

## REFERENCE DOCUMENTS

This Policy should be read in conjunction with the following documents:

### **EQL Group:**

Energy Queensland Unreasonable Complainant Conduct Standard - 9600019

Fraud and Corruption Prevention P017 - 690062

### **Ergon Energy Retail:**

Ergon Energy Retail Complaints and Dispute Resolution Procedure - RA01518P

### **Ergon Energy Network and Energex:**

Standard for Complaints and Dispute Resolution (Network Customer) S025 - 690672

### **Yurika:**

Yurika Standard for Customer Feedback - 3066538

## DEFINITIONS

In this Policy and any related documents:

Term	Definition
<b>Complaint</b>	A complaint is an expression of dissatisfaction made to an organisation, related to its products, services, conduct or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected or legally required.
<b>Contractor</b>	A contractor is any external third party contracted to provide services to the EQL Group under terms specified in a contract (for example, a consultancy agreement).
<b>Unreasonable Complainant Conduct</b>	Any behaviour by a person which, because of its nature or frequency, raises substantial health, safety, resource, or equity issues for the people involved in the complaint process.

## ENFORCEMENT

The EQL Group will not tolerate breaches of this Policy. Any instances of non-compliance with this Policy will be investigated and appropriate action taken. A breach of this Policy may also constitute a breach of other EQL Group policies and procedures and should be reported to your line manager (i.e., direct supervisor, workgroup manager or the Chief Executive

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Officer) or where this is not appropriate, to your manager once removed. Breaches are also to be reported to the person responsible for managing enquiries regarding this Policy. Any stakeholder of the EQL Group (including members of the public) should report any concerns regarding the application of the policy to Manager Customer Advocacy.

## VARIATION

This Policy is not intended to detract from, or add to, any rights held by a person covered by this policy under a contract of employment or enterprise agreement. Subject to any consultation obligations, the EQL Group may vary, add to, withdraw, or replace this Policy, at its discretion, at any time.

This Policy should be reviewed at least every two years, or more frequently if required, such as to respond to legislative changes. This Policy may only be varied by the Board. The CEO or the Company Secretary can approve administrative changes to Board approved policies (i.e., amendments or corrections not involving changes to delegations or the provisions of the policy).

Approved by the Board on 20 November 2024.

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## ANNEXURE A – ROLES & RESPONSIBILITIES

The table below sets out specific roles and responsibilities for complaints management. These responsibilities are in addition to those that apply to everyone as set out in the policy.

<b>Role/Position</b>	<b>Responsibility</b>
<b>EQL Board</b>	The responsibility of the EQL Board is to oversee and ensure that Energy Queensland has in place an appropriate Complaints Management Policy and Framework and to monitor compliance.
<b>Chief Customer Officer (CCO)</b>	Accountable to the EQL Board for ensuring EQL's compliance. This includes supporting and encouraging proactive, transparent accountable complaints management
<b>EQL Customer Advocacy Team</b>	The responsibility of the Customer Advocacy Team is to ensure EQL Complaints Management Policy is regularly reviewed and is current and accurate, and to engage and confirm relevant areas of EQL Group are aware of their roles and that their internal processes are in alignment with the Policy.
<b>Executive General Managers</b>	EQL and its senior management are fully committed to an integrated complaints management system and will provide the necessary support for it to operate effectively.
<b>General Managers, Managers and Supervisors</b>	Responsible for implementation and adherence to this policy and associated procedures, systems and guidelines.