Complaints Handling Process

Including ACT customers

Complaints Handling Process

1 Introduction 3
2 Complaints- definition and our goal 3
3 Contact details 3
4 Resolving complaints 3
5 Actioning a resolution 3
6 Accessing our complaints process 3
7 Making a complaint 3
8 If you need assistance 3
9 Response times 4
10 Acknowledgment 4
11 First contact resolution 4
12 Proposing a resolution 4
13 Internal prioritization 4
14 Internal escalation 5
15 Appropriate resolution 5
16 Urgent complaints 5
17 How urgent complaints are treated differently 6
18 Delays 6
19 Monitoring the progress of your complaint 6
20 Closing your complaint 6
21 Consumer focus 6
22 Dispute resolution 6
23 Options 6
24 Additional information for ACT customers 7
25 Limit on cancelling service 7
26 Policy of Non-Conformance 7
27 Contact Details 7
28 Policy Review 8

Complaints Handling Process

1 Introduction

1.1 This is a summary of our complaint handling process for customers. It outlines how we handle complaints, and is intended especially for our past, current and prospective customers, our own staff and other interested parties.

2 Complaints- definition and our goal

2.1 What is a complaint?

A complaint is an expression of dissatisfaction or a grievance about Future X Power. A complaint gives us the opportunity to identify and address issues of which we may be unaware.

As our customer or former customer, you have the right to make a complaint. Our goal is to keep our customers satisfied, and deal with any complaints openly, fairly and promptly. To support that goal, our complaints process is approved by our Board, who is responsible for ensuring its implementation, operation and compliance in accordance with the applicable Rules and Guidelines.

In dealing with you about complaints, we will use everyday language.

3 Contact details

3.1 A complete list of contact details referenced in this document are contained at the end of it, in the 'Details Table'.

4 Resolving complaints

4.1 A complaint is resolved when it is brought to a conclusion in accordance with the Rules and Guidelines (whether or not in your favour).

4.2 When we propose a 'resolution' to you, we are suggesting how to solve your complaint. We aren't required to action that proposed resolution unless and until you accept it. If you do accept our proposed resolution, we are allowed a period of time to action it – see below. When your complaint is resolved, we must advise you accordingly.

5 Actioning a resolution

5.1 we agree otherwise with you; or

5.2 you have not done something that is necessary for us to do our part.

6 Accessing our complaints process

6.1 Customer Care

(a) You can call our Customer Care number – see below. This is a free, or low cost, number if you call it using a service we provide to you

7 Making a complaint

7.1 You can make a complaint by letter, telephone, fax, online or email. The numbers and addresses are in the Details Table. If we sell through stores, you can make a complaint at a store, in person.

8 If you need assistance

8.1 We will assist you to formulate, lodge and progress a complaint if you need help, especially including for reasons of disability, hardship and difficulties with English. Just let our Customer Care staff know you want help and, if you can't tell us in that way:

(a) write or email your request to an address in the Details Table; or

(b) contact us through your Authorised Representative or Advocate;

(c) Authorised Representatives and Advocates

8.2 An 'Authorised Representative' is a person you have appointed and delegated to deal with us, on your behalf, with some authority over your account. An 'Advocate' is a person you have appointed to deal with us, on your behalf, but without any authority over your account. You can make a complaint through an Authorised Representative or an Advocate.

9 Response times

9.1 While we will strive to solve your complaint as soon as practicable, we are committed to certain maximum response times.

10 Acknowledgment

10.1 If you make a complaint in person or by telephone to a 'live' staff member, we will acknowledge it immediately. Where required under the Rules and Guidelines we will otherwise provide a response no later than the next business day- following your complaint.

10.2 If you make a complaint by email, or through our website or another customer service website we approve, or by paper post, or by a telephone message recording system, where required under the Rules and Guidelines we will otherwise provide a response no later than the next business day- following your complaint.

10.3 When we acknowledge your complaint, we will give you:

(a) A unique Case Reference that you can use to identify the complaint in later contacts with us;

(b) An indicative timeframe to resolve the complaint; and

(c) Information on how to obtain this Complaint Handling Process Summary.

10.4 ACT customers: under the ACT Consumer Protection Code, we will acknowledge your complaint immediately or as soon as practicable, and provide a response addressing the matters in your complaint within 20 business days. If we do not meet this guaranteed service level, we will pay you a rebate of $20 per complaint. The rebate will be credited to your next bill, with a notice telling you which guaranteed service level it relates to.

11 First contact resolution

11.1 Whenever possible, we will strive to resolve your complaint on first contact.

12 Proposing a resolution

12.1 If we do not believe we can resolve your complaint within 10 business days (or two business days for an urgent complaint) we will advise you within those periods:

(a) why there is a delay;

(b) the timeframe that will apply; and

(c) if we expect resolution to require more than 9 more business days, of your options for

(d) external dispute resolution (except if the delay is because of a declared mass service disruption).

12.2 Otherwise and subject to the Rules and Guidelines we will propose a resolution within 10 business days (or two business days for an urgent complaint).

13 Internal prioritization

13.1 We are flexible in the way we prioritise complaint processing, because special circumstances can apply. But in normal circumstances:

(a) Urgent complaints have highest priority.

(b) Complaints involving services to customers with significant health problems, or the care of young children or who are in remote locations or who are aged are prioritised next.

(c) Complaints that are approaching, or have exceeded maximum response times are prioritised next.

13.2 We can often only know about these, or other important factors, if you tell us. You can alert us by any of the contact channels through which you can lodge a complaint.

14 Internal escalation

14.1 We have an internal escalation process, and your complaint will escalated and managed accordingly if you request it.

14.2 For your information, internal escalation and management may not accelerate resolution if the complaint is not urgent and its processing already meets the applicable standards and is within the permitted maximum response time/s.

14.3 A complaint will be automatically escalated if:

(a) a maximum response time has been exceeded;

(b) it becomes urgent (see paragraph 16);

(c) you notify us of another factor that increases the seriousness of your complaint or the need for expedited resolution.

14.4 You can request escalation through any of the contact channels through which you can lodge a complaint.

15 Appropriate resolution

15.1 We will resolve your complaint appropriately and:

(a) we ensure that our Customer Care staff are trained to understand the potential remedies available to resolve complaints;

(b) any remedy we offer will be tailored to the root cause of the complaint, and to your circumstances (if you have told us about them);

(c) our Customer Care staff and management will monitor complaints to assess if they indicate wider issues, and, if so, address the root cause and

(d) we will resolve billing errors in current bills.

15.2 Advising you of resolution

As soon as practicable after we finish investigating your complaint, we will advise you of the resolution.

15.3 Credit management action suspended

We will not take credit management action over a disputed amount if you have made a complaint and we know:

(a) it has not been resolved to your satisfaction; and

(b) it is being investigated by us or the Ombudsman, the ACT Civil and Administrative Tribunal (ACAT) or some other recognised third party.

15.4 Legal action delayed

We will not start legal proceedings over a matter that has been subject to a complaint:

(a) while we are handling the complaint internally; or

(b) within seven business days after we advise you of the outcome of the complaint.

16 Urgent complaints

16.1 When we treat a complaint as urgent a complaint you make is treated as urgent if:

(a) you have applied for or have been accepted as being in financial hardship under our Financial Hardship Policy and the subject matter of your complaint can reasonably be presumed to directly contribute to or aggravate your financial hardship;

(b) disconnection of a service is imminent or has occurred and where due process has not been followed; or

(c) you are a Priority Assistance Customer (under the Priority Assistance for Life Threatening Medical Conditions Code) and the complaint relates to the service for which you receive Priority Assistance.

16.2 Our Customer Care staff are trained to watch for these factors and must flag a complaint as urgent if any of them are seen to apply. After that, the complaint will be managed under paragraph 9.2.

17 How urgent complaints are treated differently

17.1 Within two business days of acknowledging your urgent complaint, we will either propose a resolution or advise you why there will be a delay and how long it is likely to be. If you accept a resolution that we propose, we will action the urgent aspects of it within those two business days if possible.

18 Delays

18.1 We will advise you of any delays to promised time frames.

19 Monitoring the progress of your complaint

19.1 You can monitor the progress of your complaint by calling Customer Care and quoting your Case Reference.

20 Closing your complaint

20.1 We only close a complaint if you agree to.

21 Consumer focus

21.1 We strive to keep our complaints process easy to use and focused on you. Please let us know how we're doing.

21.2 You can leave feedback:

(a) with our Customer Care staff;

(b) with their supervisor – just ask to be transferred; or

(c) by any of the contact numbers and addresses in the Details Table.

22 Dispute resolution

22.1 If our Customer Care Staff have been unable to resolve your concerns, you can ask to speak to a team leader or one of our Customer Advocates in a specialized customer relations area, who will review your complaint and work with you to resolve your complaint. We will aim to resolve your complaint within 10 business days of you raising it.

22.2 If you have escalated the matter through our complaint handling process and your complaint remains unresolved, you can lodge a complaint with your relevant State Energy Ombudsman or, in the ACT, with the ACT Civil and Administrative Tribunal (ACAT), which acts as the energy and water ombudsman for the ACT. The Energy Ombudsman (or ACAT) is an office of last resort for complaints that you have not been able to resolve with us directly first.

23 Options

23.1 The following external dispute resolution bodies may be able to assist with your complaint, but may require that you first attempt to resolve it directly with us:

(a) Energy and Water Ombudsman (EWOV/EWOQ/EWON/EWOSA/Ombudsman Tasmania) or, for ACT customers, the ACT Civil and Administrative Tribunal (ACAT);

(b) the Office of Fair Trading in Your State or Territory – visit your State or Territory consumer website (in the ACT, Access Canberra – www.accesscanberra.act.gov.au);

(c) for Australian Consumer Law matters, the Australian Consumer and Competition Commission (ACCC) – www.accc.gov.au;

(d) for privacy issues, the Office of the Australian Information Commissioner (OAIC) – www.oaic.gov.au.

24 Additional information for ACT customers

24.1 In the ACT, the ACT Civil and Administrative Tribunal (ACAT) is the energy and water ombudsman. You should first raise your complaint with us. If we have not resolved it, you can apply to ACAT.

24.2 ACAT can deal with complaints such as high bills, wrongful disconnection, debt collection, metering and connections. It cannot deal with complaints about the unit price of electricity or other regulated charges.

24.3 There is no fee to make an energy and water application to ACAT. A fee may apply if you appeal an ACAT decision.

24.4 ACAT may make orders, including directing us to give you access to your records, to restore or maintain supply in cases of substantial hardship, to discharge some or all of a debt, or to pay compensation of up to $25,000 for loss caused by a breach of the Utilities Act 2000 (ACT).

24.5 Hardship applications

If you are having trouble paying your bills, cannot agree a realistic payment plan with us and are facing disconnection, you can apply to ACAT for hardship assistance. We will generally not disconnect your supply while ACAT is deciding your application.

24.6 Wrongful disconnection

If you believe you have been wrongly disconnected and we have not reconnected you, you can contact ACAT on (02) 6207 1740.

24.7 Guaranteed service level

Our ACT complaint response commitment and the $20 rebate are set out in paragraph 10.4.

25 Limit on cancelling service

25.1 If:

(a) you make a complaint; and

(b) your complaint has not been resolved with us; and

(c) you pursue external dispute resolution,

We will not cancel your service for those reasons alone.

26 Policy of Non-Conformance

26.1 Future X Power staffs will adhere to the complaint handling and dispute resolution policy. A violation of this policy would be viewed as a serious compliance breach and the concerned staff will have to undergo appropriate disciplinary action.

27 Contact Details

Future X Power
Customer Care Number: 1300 599 008
Customer Care Email: customerservice@futurexpower.com.au
Customer Care Postal Address: PO Box 1886 Sunnybank Hills QLD 4109

Energy and Water Ombudsman / ACT Civil and Administrative Tribunal

Organisation	Website	Phone
Energy and Water Ombudsman Victoria	https://www.ewov.com.au/	1800 500 509
Energy and Water Ombudsman Queensland	https://www.ewoq.com.au/	1800 662 837
Energy and Water Ombudsman NSW	https://www.ewon.com.au/	1800 246 545
Energy and Water Ombudsman SA	https://ewosa.com.au/	1800 665 565
Energy and Water Ombudsman TAS	www.ombudsman.tas.gov.au/	1800 001 170
ACT Civil and Administrative Tribunal (Energy and Water)	https://www.acat.act.gov.au/	(02) 6207 1740

28 Policy Review

28.1 This policy will be reviewed every 2 years by the Future X Power Compliance Manager to ensure that requirements set in the Australian Standard ISO 10002 (2006) Complaint Handling are met.