

Dispute Resolution Policy

Complaint Handling Procedure

Vicinity Centres Embedded Network Team and in conjunction with the Centre Management Team recognises that all individuals have the right to complain, have their complaint heard and be treated with dignity and respect. Any individual who makes a complaint also has the right to not be discriminated against as a result of making the complaint. Vicinity Centres Embedded Network Team and Centre Management Teams communicates and provides services both during the resolution of the complaint and once the complaint is resolved.

How to make a complaint?

Complaints can be made to centre management or direct to the Vicinity Embedded Network Team. You can contact us via email, phone, or mail on the details below:

Vicinity Centres Pty Ltd

Mail: National Office, Level 4, Chadstone Tower One, 1341 Dandenong Road, Chadstone Victoria 3148

Email: electricity.queries@vicinity.zendesk.com

Phone: 03 8657 4110

Dispute Resolution

If you contact Vicinity with a dispute, we will attempt to resolve your dispute in a timely manner in accordance with the relevant legislation applicable to the on-sell of electricity in your state. If we are not able to resolve straight away, we will advise you of the expected timeframe for resolution. If you are still not satisfied your complaint has been resolved, you may have the matter heard by VCAT/NCAT, the appropriate Ombudsman, Court or Tribunal in the State where these have jurisdiction. Please note that the Ombudsman can only provide limited assistance for embedded network customers in some cases.

What happens when a Complaint is made?

When a Complaint is received by Vicinity Centres Embedded Network Team in conjunction with the Centre Management Team the following will occur:

- Vicinity Centres will accurately record the details of the complaint as part of Vicinity Centres complaint management process.
- Vicinity Centres will treat the complaint respectfully and handle all personal information in accordance with the Privacy Act and Vicinity Centres Privacy Policy.
- If appropriate, Vicinity Centres will work with Centre Owner(s) to make changes to remedy the situation to prevent the situation reoccurring.
- The complaint will be forwarded to the responsible person to manage the complaint.
- Vicinity Centres will enquire into the complaint within a reasonable timeframe, having regard to the nature and complexity of the complaint.
- Vicinity Centres will keep customers informed of any progress.
- If a complainant is dissatisfied with a decision, they can request to have their complaint reviewed by a Vicinity Centres representative at a higher level to the initial Vicinity Centres representative who handled the matter.
- If the complaint is not resolved to the customer's satisfaction by Vicinity, the customer may take their complaint to the relevant external dispute resolution body as listed below for each state.

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State	Contact	Mail	Email	Web	Phone	Fax
ACT	Australian Capital Territory ACT Civil and Administrative Tribunal	GPO Box 370, Canberra ACT 2601	tribunal@act.gov.au	www.acat.act.gov.au	(02) 6207 1740	(02) 6205 4855
NSW	New South Wales Energy and Water Ombudsman NSW	Reply Paid 86550, Sydney South, NSW 1234	omb@ewon.com.au	www.ewon.com.au	1800 246 545	1800 812 291
	NCAT – New South Wales Civil & Administrative Tribunal	GPO Box 4005, Sydney NSW 2001	ccdsydney@ncat.nsw.gov.au	www.ncat.nsw.gov.au	1300 006 228	(02) 9307 6301
QLD	QCAT -Queensland Civil & Administrative Tribunal	GPO Box 1639, Brisbane, Qld, 4001	enquiries@qcat.qld.gov.au	www.qcat.qld.gov.au	1300 753 228	N/A
	EWOQ - Energy and Water Ombudsman Queensland	PO Box 3640 South Brisbane, QLD 4001	complaints@ewoq.com.au	www.ewoq.com.au	1800 662 837	(07) 3087 9477
SA	South Australia Small Business Commissioner	GPO Box 1264, Adelaide SA 5001	sasbc@sa.gov.au	www.sasbc.sa.gov.au	1800 072 722	(08) 8303 0943
	Energy Industry Ombudsman SA	GPO Box 2947, Adelaide SA 5001	contact@ewosa.com.au	www.ewosa.com.au	1800 665 565	1800 665 165
VIC	Energy and Water Ombudsman (Victoria)	Reply Paid 469, Melbourne, VIC 8060	ewovinfo@ewov.com.au	https://ewov.com.au/	1800 500 509	1800 500 549
	VCAT – Victoria Civil Administrative Tribunal	55 King Street Melbourne VIC 3000	vcat@vcat.vic.gov.au	www.vcat.vic.gov.au	1300 018 228	03 9628 9891
WA	Western Australia State Administrative Tribunal	GPO Box U1991, Perth 6845	sat@justice.wa.gov.au	www.sat.justice.wa.gov.au	1300 306 017	(08) 9325 5099
TAS	Energy and Water Ombudsman TAS	GPO Box 960 Hobart TAS 7001	ombudsman@ombudsman.tas.gov.au	www.ombudsman.tas.gov.au	1800 001 170	(03) 6173 0231
	CBOS-Consumer, Building and Occupational Services	PO Box 56, Rosny Park, Tasmania 7018	CBOS.info@justice.tas.gov.au	https://cbos.tas.gov.au/	1300 654 499	(03) 6173 0205

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