



# Electricity Onselling (Embedded Networks)

Dispute Resolution

Thursday, 14 June 2018

## Contents

<b>Dispute Resolution Policy</b>	<b>3</b>
Purpose	3
Objective	3
Policy Statement	3
Commitment	3
Accessibility	3
Responsiveness	3
Objectivity	3
Charges	3
Confidentiality	4
Customer focus approach	4
Accountability	4
Continual Improvement	4
What happens when a Complaint is made?	4
What happens if the complainant is not satisfied with the outcome?	4
<b>Disconnection Process</b>	<b>7</b>

# Dispute Resolution Policy

## Purpose

Vicinity Centres recognises the value of the customer complaints as an important tool in monitoring and responding to customer expectations. In order for Vicinity Centres to respond appropriately to complaints, the complaints should be properly recorded and assessed as part of an ongoing complaints management process.

The purpose of the Vicinity Centres Standard Complaint and Dispute Resolution Policy is to:

- Recognise, promote and protect customer's rights to complain about their dealings with Vicinity Centres.
- Ensure that an accessible complaints management process is in place.
- Take appropriate action to resolve complaints as required.
- Provide a mechanism for resolving complaints in a timely, efficient and courteous manner.
- Record, assess and review complaints on an ongoing basis to improve the service we provide and products we offer.

## Objective

The objective of this Policy is to embed an effective and efficient complaints management process that is aligned with Vicinity Centres business values, core vision and strategic objectives.

## Policy Statement

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.

Vicinity Centres contact details: Email Craig Swift – [craig.swift@vicinity.com.au](mailto:craig.swift@vicinity.com.au) or Christine Sleep [christine.sleep@vicinity.com.au](mailto:christine.sleep@vicinity.com.au)

## Commitment

The Vicinity Centres Embedded Network Team are committed to an integrated dispute resolution system and providing the necessary support and resources for the system to operate effectively.

## Accessibility

All individuals have the right to make a complaint to Vicinity Centres Embedded Network Team in conjunction with Centre Management Teams by any reasonable means (e.g. telephone, email, online and in writing).

## Responsiveness

Vicinity Centres Embedded Network Team and in conjunction with the Centre Management Team deals with and responds to complaints promptly and keeps complainants informed of the process and the progress of their complaint.

## Objectivity

Each complaint is addressed in an equitable, objective and unbiased manner. Vicinity Centres Embedded Network Team and in conjunction with the Centre Management Team recognises the need to be fair to both the complainant and any employee involved in the handling of the complaint.

## Charges

Vicinity Centres Embedded Network Team and in conjunction with the Centre Management Team does not charge customers for the lodgement and processing of complaints.

### Confidentiality

All complaints are recorded and dealt with in the strictest confidence. Personal information of the complainant is accessed only as necessary, and only for the purposes of addressing the complaint. All personal information is treated by Vicinity Centres and Centre Management Teams consistent with its obligations under the Privacy Act and Vicinity Centres Privacy Policy.

### Customer focus approach

Vicinity Centres Embedded Network Team and in conjunction with the Centre Management Team ensure that the Internal Dispute Resolution process operates effectively and efficiently, and that complaints are managed by staff.

### Accountability

Complaints are reported to Centre Management Teams and the Embedded Network Team. An overview of complaints statistics is reported to the National Embedded Network Manager for review, together with information on the Vicinity Centres complaints management process.

### Continual Improvement

Vicinity Centres Embedded Network Team and in conjunction with the Centre Management Team has established a complaint tracking system to ensure that systemic problems are identified, classified and analysed. The Vicinity Centres Internal Dispute Resolution process will be reviewed annually to ensure gaps in our processes are highlighted and addressed.

Vicinity Centres contact details: Email Craig Swift – [craig.swift@vicinity.com.au](mailto:craig.swift@vicinity.com.au) or Christine Sleep [christine.sleep@vicinity.com.au](mailto:christine.sleep@vicinity.com.au)

### 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:

- In Victoria, upon receiving the complaint, Vicinity Centres will advise the complainant of their right to access the Victorian Energy and Water Ombudsman, at the contact details set out at [VII] in the list of contact details on the next page.
- Vicinity Centres will accurately record the details of the complaint as part of Vicinity Centres complaint management process, give it fair and genuine consideration and seek to achieve a fair outcome.
- Complaints are allocated to the responsible business unit to manage complaint(s).
- Vicinity Centres will inform the customer that it is obliged to handle a complaint made by a customer in accordance with the Vicinity Centres Standard Complaints and Dispute Resolution Policy.
- 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.
- 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.

### What other rights does a complainant in Victoria have?

From 1 July 2018, a complainant in respect of a Supply Address in Victoria will have rights to access the Energy and Water Ombudsman (Victoria) for complaints or to answer enquiries in respect of issues with respect to energy that are within the jurisdiction of the Energy and Water Ombudsman (Victoria). Further details regarding what issue the Energy and Water Ombudsman (Victoria) can take complaints about are set out on the following webpage:

<https://www.ewov.com.au/complaints/complaints-we-can-and-cant-take>

### What happens if the complainant is not satisfied with the outcome?

- If a complainant is dissatisfied with a decision, they can request to have their complaint reviewed by an 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, the customer may take their complaint to the relevant external dispute resolution body.

- Vicinity Centres will provide the customer, in writing, the contact details for the relevant external complaints body, if Vicinity Centres has been unable to resolve the customer's complaint within 28 days. This information is also available on the Vicinity Centres website.

**I. Australian Capital Territory ACT Civil and Administrative Tribunal**

Mail: GPO Box 370, Canberra ACT 2601

Email: [tribunal@act.gov.au](mailto:tribunal@act.gov.au)

Phone: (02) 6207 1740

Web: [www.acat.act.gov.au](http://www.acat.act.gov.au)

Fax: (02) 6205 4855

**II. New South Wales Energy and Water Ombudsman NSW**

Mail: Reply Paid 86550, Sydney South, NSW 1234

Email: [omb@ewon.com.au](mailto:omb@ewon.com.au)

Phone: 1800 246 545

Web: [www.ewon.com.au](http://www.ewon.com.au)

Fax: 1800 812 291

**III. Queensland QCAT - Queensland Civil & Administrative Tribunal**

Mail: GPO Box 1639, Brisbane, Qld, 4001

Email: [enquiries@qcat.qld.gov.au](mailto:enquiries@qcat.qld.gov.au)

Phone: 1300 753 228

Web: [www.qcat.qld.gov.au](http://www.qcat.qld.gov.au)

Fax: 07 3221 9156

**IV. South Australia Small Business Commissioner**

Mail: GPO Box 1264, Adelaide SA 5001

Email: [sasbc@sa.gov.au](mailto:sasbc@sa.gov.au)

Phone: 1800 072 722

Web: [www.sasbc.sa.gov.au](http://www.sasbc.sa.gov.au)

Fax: (08) 8303 0943

**V. Energy and Water Ombudsman (Victoria)**

Mail: Reply Paid 469, Melbourne, Vic 8060

Email: [ewovinform@ewov.com.au](mailto:ewovinform@ewov.com.au)

Phone: 18000 500 509

Web: <https://ewov.com.au/>

Fax: 1800 500 549

**VI. Western Australia State Administrative Tribunal**

Mail: GPO Box U1991, Perth 6845

Email: [sat@justice.wa.gov.au](mailto:sat@justice.wa.gov.au)

Phone: 1300 306 017

Web: [www.sat.justice.wa.gov.au](http://www.sat.justice.wa.gov.au)

Fax: (08) 9325 5099

**Vicinity Centres Pty Ltd**

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

Email: [Electricity.Queries@vicinity.com.au](mailto:Electricity.Queries@vicinity.com.au) Web:

Phone:

Dispute Resolution Process

