

# **PALM LAKE GROUP**

## **COMPLAINT POLICY - ELECTRICITY**

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## 1. Introduction

- 1.1 Palm Lake Resort Pty Ltd (**Palm Lake Group**) is an exempt seller of electricity.
- 1.2 This document sets out Palm Lake Group's policy with respect to accepting, recording, and resolving complaints relating to the sale of electricity.
- 1.3 Palm Lake Group is committed to freely receiving and resolving complaints in an accessible and transparent way.
- 1.4 Palm Lake Group, through this document, makes the commitment to continual quality improvement by taking into consideration the data provided by the implementation of an effective complaints management system.
- 1.5 Palm Lake Group will review complaints on an ongoing basis to identify any potential non-compliance and areas for improvement in its complaints management process.

## 2. Definition of Complaint

- 2.1 A complaint is an expression of dissatisfaction and it can be received:

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- a. On the basis of products and/or services provided by us or our agents, contractors and other representatives;
  - b. Due to perceived inadequacies in the complaints handling process itself.
- 2.2 Palm Lake Group will consider all complaints as opportunities to improve and they will be freely received by telephone, in writing (for example, letter, email, facsimile) or in person.
- 2.3 A complaint is an expression of dissatisfaction where a response or resolution is sought regarding the conduct, action, proposed action, or failure to act by Palm Lake Group, its employees, agents, contractors or other representatives.
- 2.4 Complaints may be raised in relation to (amongst other areas), any:
- a. Failure by Palm Lake Group to observe its published or agreed practices or procedures;
  - b. Failure in respect of a product or service offered or provided by Palm Lake Group or its representatives;
  - c. Where a customer threatens to involve, or seeks information about involving a third party, such as the jurisdictional energy ombudsman or a Member of Parliament; and
  - d. Where a complaint is directed to Palm Lake Group on behalf of the customer by an energy ombudsman scheme.

### 3. Complaints Management

The guiding principles for Palm Lakes Group's complaints management program are in line with Australian Standards.

### 4. Promoting our Complaints Management Program

- 4.1 Palm Lake Group will make this policy available through Caretakers and it will be actively brought to the attention of customers.
- 4.2 Palm Lake Group is committed to promoting and ensuring visibility of our complaints management program. To achieve this Palm Lake Group will:
  - a. Make this policy available free of charge;
  - b. Arrange for an interpreter where required to both interpret the policy and facilitate the resolution of complaints;

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- c. Make special arrangements for people with disabilities, ensuring that they and their advocates have access to this policy and are aided in the resolution of their complaint.
  - d. Ensure that all relevant staff have training in the resolution of complaints and access to resources for cross-cultural communication and communication with customers with special needs.

## 5. Responsiveness

- 5.1 Once a complaint has been received, a representative from Palm Lake Group will acknowledge the receipt of the complaint within 3 business days, and prioritise it for resolution.
- 5.2 Higher priority will be given to those complaints where there is perceived financial hardship, disconnection of energy supply and matters relating to health and safety. In such instances, Palm Lake Group will respond as soon as possible.
- 5.3 In all instances, Palm Lake Group will:
  - a. Freely accept complaints lodged on our website, in person, by telephone, facsimile, email or letter;
  - b. Acknowledge any complaint received as soon as possible;
  - c. Begin an investigation into the reasons for a complaint within 2 business days of acknowledgment;
  - d. Keep the complainant updated about the investigation and any proposed resolution;
  - e. Notify the complainant as soon as possible of the outcome of our investigation and any proposal we have for resolution; and
  - f. Provide the complainant with the option of an internal review of their complaint if they are unsatisfied with the outcome of the investigation or the proposed resolution.

## 6. Responsibilities

- 6.1 All staff must comply with this policy as well as the Retail Law and Retail Rules and any Guidelines published by regulatory bodies.
- 6.2 Complaints should be made in the first instance to Caretakers; however, should a customer make a complaint to another Palm Lake Group employee, that employee is then required to report it to the relevant Caretaker or Manager.

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- 6.3 Palm Lake Group will ensure that the management of complaints is not hindered by a lack of resources.
- 6.4 It will also ensure that adequate programs are in place to train staff in the resolution of complaints and the implementation of this policy.
- 6.5 Top-level management of Palm Lake Group is responsible for:
- a. Establishing the complaints management program;
  - b. Establishing and implementing the process of complaints management;
  - c. Allocating resources to ensure compliance with obligations under applicable laws and this policy;
  - d. Promoting and advocating a customer centric approach to the resolution of complaints;
  - e. Continually reviewing the effectiveness of the complaints management program including the processes in place which give effect to the program; and
  - f. Establishing an adequate training program to ensure all relevant staff, agents, contractors and other representatives comply with this policy.

## 7. Recording complaints

- 7.1 As soon as complaints are received they must be recorded on Palm Lake Group's complaint management system.
- 7.2 Complaints will be recorded with all relevant information provided and a unique identifier.
- 7.3 Each recording will include:
- a. The resolution requested by the complainant;
  - b. The date of the complaint;
  - c. A description of the complaint;
  - d. The expected date for a response or resolution; and
  - e. The established priority of the complaint.
- 7.4 More than one complaint can be made per customer/call.
- 7.5 Complaints will be tracked, from the time that they are received through to the resolution.
- 7.6 When tracking the resolution of complaints, Palm Lake Group will make reasonable efforts that response deadlines are met.

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7.7 Throughout the process, the customer will be kept informed and updated on a regular basis.

## 8. Monitoring and Improving

- 8.1 Complaints will be tracked at an individual and group level.
- 8.2 Any systemic issues identified will be brought to the attention of the CEO .
- 8.3 Palm Lake Group's top-level management will address systemic issues identified during a complaints process.

## 9. A customer's right to complain

- 9.1 Customers have a right to lodge a complaint at any time.
- 9.2 Once a complaint is received it will be dealt with in accordance with this Policy.

## 10. Internal and external escalation

- 10.1 At any time, a customer may request an internal escalation of their complaint.
- 10.2 Complaints will also be escalated where they are complex, urgent, or sensitive.
- 10.3 Individual staff who manage complaints will be required to review the complexity, urgency and sensitivity of any complaint received and seek assistance from a supervisor or specialist where required.
- 10.4 If a customer is not satisfied with Palm Lake Group's response to their complaint or they wish to seek independent advice about a complaint they will be informed of their ability to contact the Energy Ombudsman in their State.
- 10.5 Palm Lake Group will provide the contact details for Energy Ombudsman schemes and will assist any complainant in lodging a complaint with an Energy Ombudsman Scheme.

## 11. Our commitment to customers

- 11.1 In all instances we will:
  - a. Treat customers with respect;
  - b. Take any complaints seriously;
  - c. Respect our customers' privacy;

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- d. Manage complaints with impartiality;
  - e. Properly investigate and report on complaints;
  - f. Resolve complaints with proper consideration to the facts of each complaint and on the basis of the merits of each complaint;
  - g. Provide customers with the option of internal escalation or a referral to an energy ombudsman scheme where requested or appropriate; and
  - h. Ensure equitable access to our complaints management program and equitable resolutions.

## 12. Contact us to lodge a complaint

Customers may contact us at any time to lodge a complaint using the following contact details:

**Our contact details:**

Post: PO Box 10479 Southport BC, QLD 4215 Australia

Phone: 07 5552 1300

Email: [feedback@palllake.com.au](mailto:feedback@palllake.com.au)

Interpreter: 131 450 - For help using an interpreter visit [TIS](#)

NRS: 133 677 - For help using this service visit [NRS](#)

## 13. Contact details for the Energy Ombudsman Schemes

All our customers have the right to contact the Energy Ombudsman at any time for free independent advice and assistance. However, we do hope you will contact us directly to allow us the opportunity to rectify any issues.

The contact details for the Energy Ombudsman for each state is listed below.

### [Energy and Water Ombudsman of NSW](#)

Freepost: Reply Paid 86550, Sydney South NSW 1234.

Free call: 1800 246 545

Free fax: 1800 812 291

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

Interpreter: 131 450 - For help using an interpreter visit [TIS](#)

National Relay Service: 133 677 - For help using this service visit [NRS](#)

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### Energy and Water Ombudsman Victoria (EWOV)

Phone: 1800 500 509 (freecall)

Post: Reply Paid 469 Melbourne VIC 8060 (EWOV accept letters in Braille)

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

Interpreter: 131 450 - For help using an interpreter visit [TIS](#)

National Relay Service: 133 677 - For help using this service visit [NRS](#)

### Energy and Water Ombudsman Queensland (EWOQ)

Phone: 1800 662 837 (freecall)

Post: P O Box 3640 South Brisbane BC Qld 4101

Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)

Interpreter: 131 450 - For help using an interpreter visit [TIS](#)

National Relay Service: 133 677 - For help using this service visit [NRS](#)

## Version Control

Version	Amendment	Author and date
Version 1	Initial draft	CL 14.05.19