



Standard Complaints and Dispute Resolution Procedure

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1. Introduction

Flo Energy Australia Pty Ltd (**Flo Energy**) is an energy retailer operating in VIC, NSW, QLD, ACT, TAS and SA. This document sets out our procedures for accepting, recording, and resolving complaints.

We are committed to receiving and resolving complaints in an accessible and transparent way. Through this document, we make the commitment to continual quality improvement by taking into consideration the data provided by an effective complaints management system. We will review complaints on an ongoing basis to identify any potential non-compliance and areas for improvement.

2. Definition of complaint

A complaint is an expression of dissatisfaction that can be received on the basis of products and/or services provided by us or our agents, contractors, and other representatives, or due to perceived inadequacies in the complaints handling process itself.

We will consider all complaints as opportunities to improve, and they will be freely received by telephone and in writing (for example, by letter or email).

Complaints may be raised in relation to (amongst other areas), any:

- 2.1. Failure by us to observe our published or agreed practices or procedures;
- 2.2. Failure in respect of a product or service offered or provided by us or our representatives;
- 2.3. An instance where you involve or seek information about a third party, such as the jurisdictional energy ombudsman or a Member of the Parliament; and
- 2.4. An occurrence where a complaint is directed to us on your behalf by an energy ombudsman.

When a complaint relates to more than a single aspect of our services or products, a separate record will be created for each aspect of the complaint.

3. Complaints management

The guiding principles for our complaints management program are contained in AS/NZS 10002:2022 (Guidelines for Complaint Management in Organisations).

4. Promoting our complaints management program

We will publish this Standard Complaints and Dispute Resolution Procedure on our website.

We are committed to promoting and ensuring the visibility of our complaints management program by:

Making this procedure available free of charge;

- 4.1. Failure by us to observe our published or agreed practices or procedures;
- 4.2. Failure in respect of a product or service offered or provided by us or our representatives;
- 4.3. An instance where you involve or seek information about a third party, such as the jurisdictional energy ombudsman or a Member of the Parliament; and
- 4.4. An occurrence where a complaint is directed to us on your behalf by an energy ombudsman.

5. Responsiveness

Once a complaint has been received, we will acknowledge receipt and begin the resolution process. Higher priority will be given to those complaints where there is perceived financial hardship, the disconnection of energy supply, and matters relating to health and safety. In such instances, we will respond as soon as possible.

In all instances, we will:

- 5.1. Freely accept complaints lodged on our website, or by telephone, email, or letter;
- 5.2. Acknowledge any complaint received as soon as possible;
- 5.3. Begin an investigation into the reasons for a complaint;
- 5.4. Keep you updated about the investigation and any proposed resolution;
- 5.5. Notify you as soon as possible of the outcome of our investigation and any proposed resolution.

6. Responsibilities

All of our staff must comply with this procedure as well as the Retail Law and Retail Rules, Energy Retail Code of Practice and any Guidelines or Procedures published by the Australian Energy Regulator AER, Essential Services Commission ESC or the Australian Energy Market Operator AEMO. Complaints can be made to any Flo Energy Australia Pty Ltd employee or contractor. That employee or contractor is then required to report any complaints received to the Customer Service Manager.

All employment contracts will stipulate that employees are obligated to report on any suspected compliance breaches. We will ensure that complaint management is not hindered by a lack of resources. We will also ensure that adequate programs are in place to train staff in complaint resolution and the implementation of this procedure.

Top-level management of Flo Energy is responsible for:

- 6.1. Establishing the complaints management program;
- 6.2. Establishing and implementing the process of complaints management;
- 6.3. Allocating resources to ensure compliance with obligations under applicable laws and this procedure;
- 6.4. Promoting and advocating a customer-centric approach to complaint resolution;
- 6.5. Reporting to the board on the management of complaints, including the number and nature of complaints received;
- 6.6. Continually reviewing the effectiveness of the complaints management program, including the program's processes; and
- 6.7. Establishing an adequate training program to ensure all relevant staff, agents, contractors, and other representatives comply with this procedure.

7. Recording complaints

Complaints are recorded in our customer management system as soon as they are received. Complaints and all relevant information will be recorded, and a unique identifier will be provided. Each recording will include:

- 7.1. Your requested resolution
- 7.2. The date of your complaint
- 7.3. A description of your complaint
- 7.4. The expected date for a response or resolution
- 7.5. The established priority of your complaint

More than one complaint can be made per customer/call. For example, if a customer makes a billing complaint and then makes a marketing complaint during the same call, two complaints will be recorded. Each individual customer contact with a complaint will be recorded and categorised as one, irrespective of the number of times a caller has contacted us on an issue..

Complaints will be tracked from the time they are received to their resolution. When tracking the resolution of complaints, we will make sure to meet response deadlines. We will keep you informed and updated regularly throughout the process.

8. Monitoring and improving

Complaints will be tracked at individual and group levels. Any systemic issues that are identified will be brought to the attention of the Compliance Committee and Board.

Flo Energy Australia Pty Ltd's board will direct top-level management to address systemic issues that are identified during a complaint process.

9. A customer's right to complain

As a customer, you have the right to lodge a complaint at any time. Once your complaint is received, it will be dealt with in accordance with this procedure

10. Internal and external escalation

At any time, you may request an internal escalation of your complaint, which will be granted. Complaints will also be escalated where they are complex, urgent, or sensitive. When your complaint is received, you will be informed that you have the right to

escalate it if you are dissatisfied with the process. Individual staff who manage complaints will be required to review the complexity, urgency, and sensitivity of all complaints and seek assistance from a supervisor or specialist where required.

If you are not satisfied with our response to your complaint or you wish to seek independent advice about a complaint, we will notify you that you can contact the Energy Ombudsman in your State.

We will provide the contact details for the Energy Ombudsman schemes and will assist you in lodging a complaint with them.

11. Our commitment to customers

In all instances, we will:

- 11.1. Treat you with respect;
- 11.2. Take your complaint seriously;
- 11.3. Respect your privacy;
- 11.4. Manage your complaint with impartiality;
- 11.5. Properly investigate and report on your complaint;
- 11.6. Resolve your complaint with proper consideration to facts;
- 11.7. Provide the option of internal escalation or a referral to an energy ombudsman scheme when requested or appropriate; and
- 11.8. Ensure equal access to our complaints management program and fair resolutions.
- 11.9. You have rights under various laws, including the Competition and Consumer Act 2010 (Cth), and the Energy Law. We will ensure that those rights are respected.

12. Customer read estimates

If you are a "small customer" with an accumulation meter, you have the right to conduct your own meter reading if your bill is based on an estimate. This self-read is known as a "customer read estimate."

Where we have not accepted a customer read estimate, we will notify you of the reasons for the decision and allow the opportunity to rectify the self-read.

We will deal with complaints regarding customer read estimates in accordance with our standard complaints process, which is outlined in this procedure.

13. Contact us to lodge a complaint

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

Our contact details:

Freecall: 1800 573 388

Email: complaints@floenergy.com.au

Translating and interpreting service (TIS): 131 450

The National Relay Service NRS provides essential assistance to individuals who are hearing impaired, hard of hearing or have speech impairments. For help using this service, visit NRS or contact 133 677.

14. Contact details for the Energy Ombudsman Schemes

An Energy & Water Ombudsman is a free, independent, impartial body that investigates and resolves complaints about electricity and gas providers.

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

Energy and Water Ombudsman Victoria

Freecall: 1800 500 509

Translating and interpreting service (TIS): 131 450

Online: ewov.com.au/start-a-complaint

Email: ewovinfo@ewov.com.au

Energy and Water Ombudsman of NSW

Freepost: Reply Paid 86550, Sydney South NSW 1234

Free call: 1800 246 545 Free fax: 1800 812 291 complaints@ewon.com.au

Translating and interpreting service (TIS): 131 450

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

Energy and Water Ombudsman Queensland

Freecall: 1800 662 837

Translating and interpreting service (TIS): 131 450

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

Fax: (07) 3006 2670

Online: <http://www.ewoq.com.au/submit-a-complaint>

Email: complaints@ewoq.com.au or info@ewoq.com.au

In-person: Level 16/53 Albert Street, Brisbane City QLD 4000

Energy and Water Ombudsman South Australia

Freecall: 1800 665 565 National relay service: 133 677

Translating and interpreting service (TIS): 131 450

Post: GPO Box 2947 Adelaide SA 5001 Office address (strictly by appointment only): Level 11, 50 Pirie Street, Adelaide SA 5000

Online: <https://ewosa.com.au/submit-a-complaint>

ACT Civil & Administrative Tribunal ACAT

Freecall: 02 6207 1740

Translating and interpreting service (TIS): 131 450

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

Online: acat.act.gov.au/fees-and-forms/online-forms/energy-and-water-complaint-form

Email: acatenergyandwater@act.gov.au

Post: GPO Box 370 Canberra ACT 2601, Allara House 15 Constitution Avenue, Canberra City, ACT

Ombudsman Tasmania

Freecall: 1800 001 170

Translating and interpreting service (TIS): 131 450

National Relay Service: 133 677 - For help using this service, visit NRS

Online: <https://www.ombudsman.tas.gov.au/home/contact-us>

Email: ombudsman@ombudsman.tas.gov.au

Post: GPO Box 960 Hobart TAS 7001