

# Complaints, warranty and dispute resolution guide

We try to provide the highest level of service to our customers, but sometimes things go wrong. If you need to complain, or lodge a warranty claim, we have a free complaints and dispute resolution process that you can use.

## What is a complaint?

A complaint is an expression of dissatisfaction made to us, related to our products or services, or the complaints-handling process itself, where you expect a response or to have the problem fixed.

## How the procedure works

### Step 1 How to make a complaint

You should first let us know what the issue is, and we will try to fix it immediately. You can call us or email us or visit us in person to make a complaint. You can contact our complaints officer as follows:

Name:	Compliance Officer
Address:	Suite 901, L9, 153 Walker St, North Sydney
Phone:	1300 090 187
Email:	operations@energus.com

If the person who takes the call cannot resolve the issue, they will escalate it to management. At this stage, in most cases your complaint will be dealt with promptly and to your satisfaction and we can close the complaint.

### Step 2 Recording your complaint

All complaints and disputes will be recorded in our Complaints Register. Where a complaint cannot be resolved to your satisfaction immediately, you might have to answer some questions so that our management can properly investigate the complaint. When receiving a verbal complaint, the customer service staff will complete the details of the complaint in the register on your behalf. The staff customer will then read the entry in the register to you and ask you to verify it.

### Step 3 Notification

Where we cannot immediately settle the complaint we will acknowledge receipt of it to you in writing within 2 working days. We will also advise you in writing of the procedures for investigating and handling your complaint.

### Step 4 Investigation

Your dispute will then be fully investigated by our complaints officer and a decision made on the matter.

### Step 5 How you will be informed of the outcome

In most cases we will tell you the outcome in writing within 7 working days. Should there be exceptional circumstances causing a delay we will advise you. But, even in the most complex matters, the dispute should be resolved in a maximum of 30 working days.

## Step 6 External dispute resolution

**For Finance Complaints:** if you are still not satisfied, you can go to our free external dispute resolution scheme. We are a member of the Credit and Investments Ombudsman Limited (**CIO**) scheme. CIO is an external dispute resolution scheme approved by ASIC.

Here are the contact details for CIO:

Credit and Investments Ombudsman Ltd  
Phone: 1800 138 422 or (02) 9273 8400  
Fax: (02) 9273 8440  
Post: PO Box A252, South Sydney NSW 1235  
Website: [www.CIO.org.au](http://www.CIO.org.au)

**For Privacy Issues:** If your dispute involves privacy issues and has not been resolved to your satisfaction, you will be referred to the Information Commissioner.

Information Commissioner contact details:

Phone: 1300 363 992  
TTY: 1800 620 241 (this number is dedicated for the hearing impaired only, no voice calls)  
TIS: Translating and Interpreting Service: 131 450  
Post: GPO Box 5218 Sydney NSW 2001  
Fax: +61 2 9284 9666  
Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

**For Warranty Issues:** if we cannot resolve your warranty issues satisfactorily, you can discuss how to take further action via the Australian Competition and Consumer Commission.

ACCC contact details:

Website: <https://www.accc.gov.au/consumers/complaints-problems>  
Phone: 1300 302 502

Details of how you can access these services will also be given to you when you are advised of the outcome of our investigation.

## Step 7 After we respond

Our Complaints Register will be updated showing the result. Wherever appropriate, our policies, systems and procedures will be adjusted and staff counselled or provided with additional training.

## Things you should know

If your complaint involves privacy issues, the procedures may vary if the complaint is not immediately resolved. This is because more specific legislation or codes of practice may apply.

You don't have to pursue a dispute with us using our internal complaints and dispute resolution procedure. If you use the procedure, you may commence legal proceedings before, after or at the same time.

Our participation in the procedure is not a waiver of any rights we may have under the law, or under any contract between you and us, and this guide is not a contract between you and us.

## **Charge**

There is no charge for using our internal or external complaints and dispute resolution procedure.

However, our standard fees and charges may apply for making copies of documents or for retrieval of documents from archives, where requested by you.