



Complaints Procedure

Standard Complaints Handling and Dispute
Resolution Procedure

pacificblue.com.au

Version 4.5
April 2023

Pacific Blue Retail Pty Ltd
ABN 43 155 908 839

Our approach

Pacific Blue Retail's vision is to create economic, social and environmental value by being our customers' preferred clean energy solutions provider. We are dedicated to delivering a service culture for all our customers and we will always be accountable for our actions.

Your satisfaction is important to us and we acknowledge and appreciate the rights of all our customers to provide feedback about Pacific Blue Retail.

Despite our best efforts, we recognise that occasionally as our customer you may be unhappy with aspects of our performance.

Complaints

Our Standard Complaints Handling and Dispute Resolution Procedure conforms to Standards Australia ISO 10002-2006 Customer Satisfaction – Guidelines for Complaints Handling in Organisations. We are committed to ensuring that complaints are resolved in accordance with this Standard.

Our complaints handling procedure ensures that if you ever wish to register a complaint:

- You will know exactly where and how you can contact us
- We will provide you with any assistance you may require registering your complaint
- We will not charge any complaints handling fees for investigating and resolving your complaint
- Your complaint will be addressed quickly, fairly and in an objective and unbiased way
- Your complaint will remain private and confidential
- You will always have the option to raise the complaint with your local energy ombudsman (details provided below)

What is a complaint?

A complaint is any expression of dissatisfaction made to us related to our products or services, or our complaints handling process itself, where you expect a response from us.

We see every complaint as an opportunity to improve and innovate.

To avoid any doubt, complaints include the following types of contacts:

- Where our customer expresses dissatisfaction and seeks a response or resolution regarding the conduct, action, proposed action, or failure to act by Pacific Blue Retail, its employees, agents, contractors or other representatives. This could include if we fail to observe our published or agreed practices or procedures.
- Where our customer threatens to involve or enquire about the possibility of involving a third party or if an energy ombudsman scheme refers the complaint to us.

Customer Self-Reads

Customers may submit a self-read before the due date of their bill if they have received an estimated bill and have a basic meter at the Supply Address.

Detailed information on how to read your meter, and submit a self-read is available on the Pacific Blue Retail website:

<https://www.pacificblue.com.au/meter-information>

Our customer solutions team is also on hand via above contact methods to help guide you through the process.

We will advise you in writing if we do not accept your self-read and provide you with a reason for our decision.

Should you have any concerns with the decision, please contact our customer solutions team on 133 669 between Monday to Friday, 8:00am and 6:00pm (AET).

How to make a complaint

Pacific Blue Retail operates a dedicated customer service line from Monday to Friday between the hours of

8:00am and 6:00pm (AET). We are open during Victorian, New South Wales, South Australian and Queensland business days.

You can contact us on 133 669. In addition, you can:

Email: support@pacificblue.com.au

Mail: PO Box 320 Geelong North VIC 3215

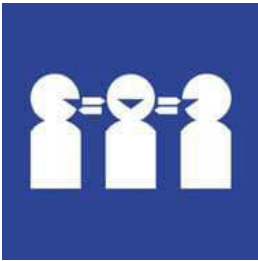
Website: <https://www.pacificblue.com.au/complaints> where you can lodge your complaint using our online form. We will respond to your written complaint within 3 business days of receiving it.

Online Chat: Chat with a member of our team live between 8:00am – 6:00pm (AET) Monday to Friday. Otherwise, please leave a message and we'll respond to you within 24 business hours.

For further assistance

Interpreter service

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Pacific Blue Retail on 133 669. Our business hours are 8:00am – 6:00pm (AET), Monday to Friday.



إذا كنت بحاجة إلى مترجم فوري ، فيرجى الاتصال بخدمة الترجمة التحريرية والشفهية (TIS National)

ع

واطلب منهم الاتصال على 131 450 إلى الرقم 133 669 ساعات Pacific Blue إلى الرقم Retail

مساءً 6:00 صباحاً إلى 8:00 العمل لدينا هي من (، من الاثنين إلى الجمعة AET)

Αν χρειάζεστε διερμηνέα, παρακαλείστε να τηλεφωνήσετε στην Υπηρεσία Μετάφρασης και Διερμηνείας (Εθνική Υπηρεσία TIS) στο 131 450 και ζητήστε να τηλεφωνήσουν Pacific Blue Retail στο 133 669. Οι ώρες λειτουργίας μας είναι 8:00am – 6:00pm (AET).

Se avete bisogno di un interprete, siete pregati di chiamare il servizio traduzioni e interpretariato (TIS National) al numero 131 450 e chiedere loro di telefonare a Pacific Blue Retail al numero 133 669. I nostri uffici sono aperti dalle 8:00am alle 6:00pm (AET) dal lunedì al venerdì.

若你需要口譯員，請致電131 450聯絡翻譯和口譯服務署 (TIS National) ，

如果你需要口译员，请致电131 450联系翻译和口译服务署 (TIS National) ，要求他们致电133 669联系Pacific Blue Retail。我们的工作时间是8:00am – 6:00pm (AET)。

Si necesita intérprete, llame al Servicio de Traducción e Interpretación - Translating and Interpreting Service (TIS National) al 131 450 y pídale que llamen a Pacific Blue Retail al 133 669. Nuestro horario de atención es 8:00am – 6:00pm (AET).

Nếu cần thông ngôn viên, xin quý vị gọi cho Dịch Vụ Thông Phiên Dịch (TIS Toàn Quốc) qua số 131 450 và nhờ họ gọi cho Pacific Blue Retail qua số 133 669. Giờ làm việc của chúng tôi là 8:00am – 6:00pm (AET).

Hearing and speech impairment service

If you have a hearing or speech impairment, please call via the National Relay Service. Simply dial 133 677 from your TTY phone and ask to be connected to 133 669.

How we will investigate and resolve your complaint

Our staff are empowered to assist in investigating and resolving any complaint you may have. We ensure that all complaints are recorded, and that all relevant information is recorded when you contact us.

To enable us to resolve your complaint efficiently and effectively we require certain information from you.

First, we need to confirm your name, address and account details. When you contact us, your Pacific Blue Retail Account number, invoice number, supply address or National Meter Identifier (NMI) (in respect of electricity accounts) and the Meter Installation Registration Number (MIRN) (in respect of gas accounts) are all useful pieces of information.

We then need to fully understand the basis of your complaint and, importantly, the resolution that you are seeking.

Finally, we will discuss and agree with you what other information we may need to resolve your concern and confirm how and when we will contact you throughout the process until the matter is resolved.

Timelines for resolving complaints

We have confidence that our staff are empowered to resolve complaints at the initial point of contact.

If the matter is complex or requires information from your distributor or another related party, we may need up to 14 business days to fully investigate your complaint.

On some rare occasions, it might take longer to resolve your complaint. If this is the case, the person responsible for investigating and resolving your complaint will ensure that we keep you updated by maintaining contact with you, either in writing or by telephone, until such time as the matter is resolved.

Third party complaints

Your complaint may not relate directly to services that Pacific Blue Retail provides, but may involve an external third party, such as your Distributor. We will provide you with reasonable assistance to contact any other external third party.

If this is the case, we will provide you with the relevant contact details for your Distributor or refer your written complaint to them.

In accordance with any regulatory requirements, we may also be required to provide your Distributor with any relevant information it may require resolving your complaint in accordance with our Privacy Policy (outlined below).

Privacy

Pacific Blue Retail takes its obligations under privacy legislation very seriously. You can be confident that your complaint will remain private and confidential.

If we need to share your information with any external party, for example, your Distributor, we will seek your explicit consent to do so.

A copy of our Privacy Policy is available on request and is published on our website:

<https://www.pacificblue.com.au/privacy>

Continuous Improvement

Pacific Blue Retail has a comprehensive internal process for regular reporting of customer feedback particularly including complaints and analysis of complaints. Regular reports are provided to senior management, the Chief Executive Officer and the Board.

Pacific Blue's Board and senior management are committed to continuous improvement and will ensure that all staff and contractors comply with this Procedure.

As part of this commitment, our Procedure will be reviewed annually to ensure that it remains effective, relevant and up to date.

If you remain dissatisfied

If, despite our best efforts to resolve your complaint you remain unhappy with any aspect of our service, you can request that your complaint be escalated to senior management within Pacific Blue Retail.

If you remain unhappy for whatever reason, you can raise your concerns with the relevant Ombudsman.

Contacting the Ombudsman

You may contact your local Ombudsman if you remain dissatisfied with our investigation or proposed resolution to your complaint, or if you have any concerns with our management of your complaint.

Your local Ombudsman provides a free, impartial and independent complaints resolution service and will usually expect that you have tried to resolve your complaint with us prior to raising the matter with them.

Your local Ombudsman operates Monday to Friday during normal business hours. Contact details for the relevant schemes are provided below.

State	Contact Details:
Energy and Water Ombudsman Victoria	Mail: Reply Paid 469 Melbourne VIC 8060 Phone (free call): 1800 500 509 Fax: 1800 500 549 Email: ewovinfo@ewov.com.au Online: https://www.ewov.com.au
Energy & Water Ombudsman NSW	Mail: Reply Paid 86550 Sydney South NSW 1234 Phone (free call): 1800 246 545 Fax: 1800 812 291 Online: https://www.ewon.com.au
Energy and Water Ombudsman South Australia	Mail: GPO Box 2947 Adelaide SA 5001 Phone (free call): 1800 665 565 Fax: 1800 665 165 Online: https://ewosa.com.au
Energy and Water Ombudsman Queensland	Mail: PO Box 3640, South Brisbane BC Qld 4101 Phone (free call): 1800 662 837 Fax: (07) 3087 9477 Online: https://www.ewoq.com.au/