



Amber Complaints Policy

About this Complaints Policy

This policy explains your rights when making a complaint to Amber and what you can expect from us. We commit to:

- managing complaints in a professional, efficient and fair manner, in accordance with the Australian Standard applicable to complaints handling (ISO 10002:2022 or its equivalent)
- continually improving our customer service and our complaints and dispute resolution procedure, including by regularly reviewing this policy.

How to make a complaint

You can make a complaint by:

- submitting this form <https://www.amber.com.au/complaints>
- sending an email to info@amberelectric.com.au
- calling 1800 531 907, Monday - Friday (9am - 5pm AEST).

What happens when I make a complaint?

When you make a complaint, we will give your complaint fair and genuine consideration and seek to achieve a fair outcome for both parties. We will do this by following these steps:

- we'll record the details of your complaint
- if your complaint is received via email, we'll acknowledge receipt of your complaint within 10 business days
- the complaint will be allocated to a member of our team
- we'll enquire into your complaint within a reasonable time frame, taking into account the nature and complexity of your complaint
- we'll keep you informed of the progress of your complaint

- we'll advise you of the outcome of the complaint, and our reasons for that outcome, as soon as practically possible
- if you ask us to do so, we'll refer the complaint to someone other than the original decision maker at Amber if you are unsatisfied with the initial outcome.

How we assess complaints

Our staff managing your complaint are trained to handle complaints in accordance with the following principles:

- **Accessibility:** we will make this policy available free of charge to all customers. You can make a complaint through your authorised representative if we are able to verify that you've consented for us to discuss your details with them
- **Fairness:** we'll give the complaint fair and genuine consideration and seek to achieve a fair outcome for both parties
- **Impartiality:** we will focus on resolving the complaint and not assigning blame. Our staff are trained to remain impartial and to give equal treatment to all people
- **Sensitivity:** we will consider each case on its merits, paying due consideration to individual differences and needs
- **Responsiveness:** we will respond to and resolve complaints as quickly as practically possible
- **Confidentiality:** we will treat complaints with respect and handle personal information in accordance with our Privacy Policy, a copy of which is published on our website and is available upon request
- **Continuous improvement:** we will regularly review how complaints are managed, their outcomes and our processes to make sure we address the root cause of any systemic issues and to continually improve our processes, systems and the service we deliver to our customers.

Still dissatisfied?

We will do our best to work with you to resolve your complaint but if you are not satisfied with our response you can ask us to escalate your complaint to a senior representative of Amber.

If your complaint is about Amber's retail electricity supply services, you may also take your dispute to the Energy Ombudsman or other relevant body in your state. The Ombudsman provides an independent and free dispute resolution service for disputes concerning retail electricity supply. Please note this option is not available for complaints about Amber's SmartShift™ Device Optimisation services.

Energy and Water Ombudsman SA

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

GPO Box 2947, Adelaide SA 5001

1800 665 565

Energy and Water Ombudsman NSW

complaints@ewon.com.au

Reply Paid 86550, Sydney South NSW 1234

1800 246 545

Energy and Water Ombudsman Queensland

info@ewoq.com.au

PO Box 3640 South Brisbane BC Qld 4101

1800 662 837

Energy and Water Ombudsman Victoria

ewovinfo@ewov.com.au

Reply Paid 469, Melbourne VIC 8060

1800 500 509

ACT Civil and Administrative Tribunal

acatenergyandwater@act.gov.au.

GPO Box 370, CANBERRA ACT 2601

(02) 6207 1740

Translation Services

For TTY assistance, please call one of these numbers, monitored 24 hours per day:

TTY/voicecalls: 133 677



Translating and Interpreting Service (TIS): 13 14 50

Speak&Listen: 1300 555 727

SMSrelay: 0423 677 767