

General Warning

The purpose of this fact sheet is to give general introductory information about the complaints process. It does not contain legal advice.

WARNING: Alternative legal action should be considered before making a complaint. What is included in a complaint may be relevant to any current or future legal proceedings. If you are involved in legal action you should immediately see a lawyer and not proceed with a complaint.

If you (or the complainant, if you are complaining on their behalf) want financial compensation, support or money you should see a lawyer before making a complaint.

General complaint information

Complaints are rarely about just one thing. When you have a problem, it may be that a number of things have gone wrong. Below are some of the common areas where issues may arise that could lead to a complaint.

Discrimination	Disability and NDIS services	Policing, Custody and Detention
Seniors and Aged Care supports and services	Consumer and Business disputes	Phone and Internet services
Banking, Insurance and Superannuation	Energy and Water services	Housing and Real Estate
Health Care services	Employment issues	Education and Training providers
Government Agencies and Departments	Child Safety and Protection	State Fines and Debts
Corruption	Privacy and Access to Information	Media and Publications

There are different complaint bodies to handle different types of complaints. You should consider the different pathways available to decide the most appropriate pathway for your circumstances. One event could lead to multiple complaints. That means you may need to lodge more than one complaint to have all of your concerns addressed.

The online triage tool on this website can help you to identify the different complaint bodies that may be able to assist you.

It is usually quickest and easiest to try to resolve a complaint directly with the person or body you are having a problem with. Many complaint handling bodies will not act on a complaint unless you have tried to resolve your complaint directly. If you do not feel it is safe or appropriate to complain directly, you should contact the relevant complaint body to discuss your situation.

Complaints involving discrimination

There are state and federal complaints bodies that handle complaints that about discrimination. If your situation involves discrimination, you should consider making a discrimination complaint in addition to any other complaints. Discrimination may occur when someone is treated less favourably on the basis of: race; sex; gender; disability; age; sexuality; relationship status; pregnancy; caring responsibilities; or having or being thought to have an infectious disease.

WARNING: The state and federal bodies that handle discrimination complaints have different rules, including time limits. You can make a complaint to both the state and federal complaint bodies, but they may decide not to address your concerns if you have already complained elsewhere. For example, if you have already lodged a discrimination complaint to anti-discrimination NSW, it is likely that Australian Human Rights Commission will decide not to act on your complaint. Please carefully review the discrimination factsheets for information about your options before making a discrimination complaint.

Energy Safe Victoria (ESV)

In this fact sheet, we introduce Energy Safe Victoria ('**ESV**'). We outline how complaints can be made by people to ESV.

ESV is Victoria's energy safety regulator. It oversees the safe use and supply of electricity, gas and pipelines across the state.

ESV's main job is to prevent harm by making sure energy companies follow the rules. It provides safety advice to the community, monitors energy providers, and takes action when safety laws are broken.

Legislation

Relevant Legislation:

ESV is a statutory body established by the [Energy Safe Victoria Act 2005 \(the Act\)](#).

Below are links to legislation that is relevant to ESV's dispute handling work.

- [Energy Legislation Amendment \(Energy Safety\) Act 2023](#)
- [Electricity Safety Act 1998](#)
- [Gas Safety Act 1997](#)
- [Pipelines Act 2005](#)
- [Electricity Safety \(General\) Regulations 2019](#)
- [Electricity Safety \(Cathodic Protection\) Regulations 2019](#)
- [Electricity Safety \(Management\) Regulations 2019](#)
- [Electricity Safety \(Equipment Safety Scheme\) Regulations 2019](#)
- [Electricity Safety \(Registration and Licensing\) Regulations 2020](#)
- [Electricity Safety \(Electric Line Clearance\) Regulations 2020](#)
- [Electricity Safety \(Bushfire Mitigation\) Regulations 2023](#)
- [Electricity Safety \(Bushfire Mitigation Duties\) Regulations 2017](#)

- [Gas Safety \(Gas Installation\) Regulations 2018](#)
- [Gas Safety \(Safety Case\) Regulations 2018](#)
- [Pipelines Regulations 2017](#)

ESV can also prosecute for specific offences under the Building Act 1993 (Vic), but only in relation to unlicensed electrical and gas installation work.

Key terms:

Certificate of Electrical Safety (CoES): A legal document that proves electrical work was tested and is safe.

Compliance: Following the laws and rules that apply to gas or electrical work.

Electrical contractor: A business that hires licensed electricians to do electrical work.

Electrical work: Any work involving wiring, lighting, switchboards, power points or electrical systems.

Energy Safe Victoria (ESV): Victoria's energy safety regulator. It checks that gas, electricity and pipelines are safe and follow the rules.

EWOV (Energy and Water Ombudsman Victoria): Handles complaints about bills, disconnections, or poor service, not safety issues.

Gas work: Work involving gas pipes, gas appliances (like ovens or heaters), or anything that moves or uses gas.

Gasfitter: A licensed worker who installs, repairs or checks gas systems or appliances.

Improvement notice: A formal order telling a business to improve its safety systems or processes.

Licence suspension or cancellation: When ESV stops a worker or business from legally doing electrical or gas work.

Non-compliant: Not meeting legal safety rules, this could mean unsafe work or missing documents.

Prosecution: Taking a person or company to court for breaking energy safety laws.

Recall notice: An order to take unsafe products off the market and repair, replace, or refund them.

Rectification notice: A legal order telling someone to fix unsafe or illegal gas or electrical work.

Safety direction: An urgent order to stop dangerous work or shut off unsafe equipment to protect people.

Statement of Compliance: A document that proves gas work meets the required safety standards.

Unsafe work: Gas or electrical work that creates a serious risk of fire, electrocution, explosion or injury.

Step 1: What type of Complaints can be made to this body?

Complaints can enable ESV to improve safety outcomes. ESV focuses on complaints about, but not limited to:	
Sub-category	Example
Unsafe or Non-Compliant Electrical Work	You should make a complaint if electrical work was carried out in a way that is unsafe, incorrect or doesn't meet legal safety standards. ESV regulates electrical work across Victoria and takes action when work creates a risk of shock, fire or injury. <i>Example: Alex had new lighting installed in their home. Soon after, they noticed smoke coming from the ceiling. An inspection revealed the wiring had been done incorrectly and posed a fire hazard.</i>
Unsafe or Non-Compliant Gas Work	You should make a complaint if gas installation or repair work appears dangerous or has not been done according to safety rules. Gas fitting work must follow strict rules to avoid risks like gas leaks, fires or explosions. ESV investigates unsafe gas work. <i>Example: Rosa had a gas heater installed in her lounge. After turning it on, she noticed a strong smell of gas and felt dizzy. A licensed gasfitter later confirmed it was leaking due to poor installation.</i>
Unsafe or Non-Compliant Electrical Appliances	You should make a complaint if an electrical appliance is faulty, unsafe, or doesn't meet Australian safety standards. ESV monitors the safety of appliances used or sold in Victoria to prevent electrocution and fire risks. Example: Michael bought a new heater from a local shop. When he plugged it in, it sparked and caused the power to trip. An electrician found it was unsafe and not properly tested.
Unsafe or Non-Compliant Gas Appliances	You should make a complaint if a gas appliance (like a heater or cooktop) is dangerous or not up to safety standards. ESV checks gas appliances for safety and can investigate appliances that pose a risk to users. <i>Example: Leena used her new gas oven for the first time and noticed the flame wouldn't stay on and gave off a strong smell. A licensed gasfitter confirmed it was unsafe to use.</i>
Non-Compliant Electrical Equipment (including imported or second-hand)	You should make a complaint if electrical products don't have the required safety markings or appear unsafe. Electrical equipment must be approved and tested for safety, especially if imported or sold second-hand. <i>Example: Sam bought an imported phone charger from a market stall. It didn't have any Australian approval labels and overheated during charging.</i>
Non-Compliant Gas Equipment (including	You should make a complaint if gas appliances or parts are being sold or used without safety certification. ESV ensures all gas

imported or second-hand)	equipment sold in Victoria meets safety and certification rules to avoid accidents. <i>Example: Fatima saw a second-hand gas heater for sale online that didn't have Australian safety labels or any manuals.</i>
Electrical Infrastructure Safety Issues	You should make a complaint if you see damaged or unsafe electrical infrastructure, such as power lines, poles or transformers. ESV is responsible for keeping Victoria's electricity infrastructure safe for the community. <i>Example: Noah noticed a broken power pole leaning dangerously close to the road after a storm.</i>
Gas Infrastructure Safety Issues	You should make a complaint if you notice a gas leak or danger involving gas meters, pipelines or mains. Gas infrastructure must be regularly checked and maintained. ESV investigates safety concerns and leaks. <i>Example: Sophie walked past a block of shops and smelled gas near a gas meter. She also heard a quiet hissing noise coming from it.</i>
Pipeline Safety Issues	You should make a complaint if you see damage, leaks or risks involving large underground pipelines that carry gas or liquids. Pipelines must meet strict safety rules. ESV oversees the safety of pipelines across Victoria. <i>Example: Raymond noticed part of an underground gas pipeline on his rural property was exposed and rusting after heavy rain.</i>
Electrical Line Clearance Issues	You should make a complaint if trees or branches are growing too close to powerlines and creating a fire or safety hazard. Power companies must keep trees and plants clear of electrical lines. ESV checks whether proper clearance is maintained. <i>Example: Ava saw tall branches hanging directly on power lines during a windy day in her neighbourhood.</i>
Bushfire Mitigation Concerns Related to Electrical Infrastructure	You should make a complaint if you believe a power company is not managing its electrical assets properly in bushfire-prone areas. ESV enforces bushfire safety rules for powerlines, poles and other equipment to reduce fire risks. <i>Example: Dale lives in a high-risk fire zone and noticed that the power poles nearby were surrounded by dry grass and hadn't been maintained for over a year.</i>
Unlicensed or Unregistered Electrical Work	You should make a complaint if someone who isn't a licensed electrician is doing electrical work. Only licensed and registered workers can legally carry out electrical work in Victoria. ESV investigates illegal work. <i>Example: Emma hired someone from a social media group to install lighting in her home. She later found out he wasn't licensed.</i>
Unlicensed or Unregistered Gas Work	You should make a complaint if someone who isn't a licensed gasfitter carries out gas work. Doing gas work without a proper licence is illegal and dangerous. ESV investigates unauthorised work.

	<i>Example: Tyson asked a general handyman to install a gas cooktop. Later, a leak was found, and it turned out the worker wasn't licensed to do gas fitting.</i>
Failure to Provide a Certificate of Electrical Safety (CoES)	You should make a complaint if an electrician doesn't give you a Certificate of Electrical Safety after finishing the work. A CoES is a legal document that confirms the electrical work was tested and meets safety standards. <i>Example: Harriet had her home rewired, but the electrician never gave her a certificate proving the work was safe and compliant.</i>
Failure to Provide Required Gas Compliance Documentation	You should make a complaint if a gasfitter does not give you a Statement of Compliance or does not notify ESV when required. A Statement of Compliance confirms that gas work meets safety rules. It is required by law for certain types of work. <i>Example: David had a gas char grill installed in his café kitchen. The gasfitter did not provide a Statement of Compliance, and an inspector later found the installation did not meet safety distances.</i>
Exclusions	Energy Safe Victoria only deals with safety concerns. It does not handle the following: • Billing, payment, or price issues: contact the Energy and Water Ombudsman Victoria (EWOV). • Disconnection or connection problems: contact your energy provider or EWOV. • Customer service or contract disputes with energy companies: contact EWOV. • Power outages or faults (like blackouts or surges): contact your electricity distributor. • Disputes between individuals or businesses (e.g. over money, damage or responsibility) • Workplace injuries or employment issues • Noise or appearance of energy infrastructure • Environmental concerns not related to safety • Solar feed-in tariffs or metering disputes • Refunds or warranties on products • Work done outside Victoria

Step 2: What is the Jurisdiction of the complaints body?

Jurisdiction	Description
State	ESV has powers to investigate complaints under the law of Victoria.

Geographical Scope	ESV assists with complaints about gas, electricity and pipeline issues which are related to safety or technical compliance in Victoria.
Time limitations	There is no strict time limit for when you can make a complaint to Energy Safe Victoria (ESV). However, there are legal time limits on how long ESV has to take formal action (such as starting a prosecution) after an offence has occurred. The time limits for prosecution depend on the law that applies: • Electricity Safety Act 1998¹ or the Gas Safety Act 1997² ESV must start a prosecution within 3 years from the day it becomes aware of the alleged offence. • Pipelines Act 2005³ ESV must start a prosecution within 1 year of the offence taking place. (Note: This is stricter than other Acts, it runs from the date of the offence, not from when ESV finds out.) • Building Act 1993⁴ ESV must start a prosecution within 3 years of the offence happening, or within 2 years of becoming aware of it, whichever gives ESV more time.
Exclusions	ESV does not have the legal power to handle complaints relating to: • Work done outside Victoria: ESV only regulates energy safety in Victoria. Complaints about electrical or gas work done in other states or territories must go to that state's energy regulator. • Matters outside the energy safety laws: ESV can only act on breaches of specific laws, including the Electricity Safety Act 1998, Gas Safety Act 1997, Pipelines Act 2005, and related regulations. If your complaint is about something outside these laws, like planning approvals, property damage or general customer service, ESV likely has no power to act. • Out-of-time offences: ESV cannot prosecute a person or business if the legal time limit to start court action has passed: ○ Electricity and Gas: 3 years from when ESV became aware of the offence. ○ Pipelines: 1 year from when the offence occurred. ○ Building (electrical work): 3 years from the offence or 2 years from when ESV found out, whichever is longer.

¹ Section 148A *Electricity Safety Act 1998*.

² Section 117AA *Gas Safety Act 1997*.

³ <https://www.energysafe.vic.gov.au/sites/default/files/2024-05/esv-prosecution-guideline-20240508.pdf>

⁴ Section 241(7) *Building Act 1993*.

	If a complaint is made after these timeframes, ESV can still investigate, but may not be able to take formal legal action. • Minor technical breaches with no safety risk: If a breach of the rules has no impact on safety, for example, an admin error or paperwork mistake, ESV may decide it's outside their public safety role to act.
Exercise of discretion	Energy Safe Victoria (ESV) aims to respond openly and helpfully to complaints made by community members, industry participants, government agencies, and its own staff. However, ESV does not have to investigate every complaint it receives. It has the discretion to decide whether or not to look into a complaint, and can take into account any factors it considers relevant or appropriate. If ESV believes that another organisation is better placed to deal with the issue, it may refer the complaint or direct the person making the complaint to the appropriate agency.

Step 3: Who can you make a complaint against?

ESV investigates reports about electrical installation work, electrical and gas appliances, electricity and gas infrastructure issues (and some gas installation matters), which are safety or technical compliance related.	
Respondent type	Description
Individuals	People who are personally responsible for carrying out electrical or gas work, or who own or occupy a property where a safety or compliance issue has occurred. • Licensed electrical workers: Electricians licensed to do electrical installation work in Victoria. • Registered electrical contractors: Businesses that employ or contract licensed electricians to carry out electrical work. • Gas fitters: Individuals licensed to install, repair or service gas systems or appliances. • Property owners and occupiers: People responsible for keeping a property's electrical or gas systems safe and compliant. • Tradespeople: Workers who carry out gas or electrical work, where safety or technical compliance is in question.
Businesses and Organisations	Entities or companies involved in the installation, supply, certification or maintenance of electrical and gas systems or equipment.

	• Electrical contractors: Businesses responsible for electrical installation and maintenance. • Gas fitting businesses: Companies carrying out gas installation or maintenance work. • Suppliers of electrical equipment: Companies that provide electrical appliances, devices or other equipment that may pose a safety risk. • Suppliers of gas appliances: Companies selling or distributing gas appliances for residential or commercial use. • Equipment certifiers: Organisations responsible for certifying that electrical or gas products meet safety standards.
Energy and Infrastructure Companies	Organisations involved in delivering energy services or operating infrastructure that may present safety risks. • Major electricity companies: Companies that generate, distribute or transmit electricity in Victoria. • Gas companies: Providers of natural gas or LPG to residential or commercial customers. • LPG suppliers: Companies that distribute liquefied petroleum gas for household or industrial use. • Rail traction network operators – Operators of rail networks where high-voltage traction power systems may pose electrical safety risks. • Pipeline licensees – Private companies that operate high-pressure gas pipelines under licences issued by the Victorian Government. • Third-party contractors working near licensed pipelines – Businesses carrying out work near licensed gas pipelines that could affect their safety. • Property developers – Developers whose activities may affect the safety or compliance of gas pipelines or energy infrastructure. • Councils – Local governments, where their infrastructure or decisions may be involved in electrical or gas safety issues.
Exclusions	ESV cannot handle: • Retailers and Billing Disputes: Considering energy retailers (for price or billing complaints). ESV does not set energy prices and cannot help with complaints about pricing or billing errors. • Warranty and service disputes: ESV cannot resolve issues with poor customer service, delays, or warranty claims. • General Trades and Quality Issues: Considering tradespeople (for quality or financial disputes). ESV only

	investigates safety or technical compliance issues. It does not handle general complaints about workmanship, cost, or contracts, even if the work involved gas or electricity. • Matters Outside Victoria: Considering respondents based interstate. ESV can only deal with safety or compliance issues that occurred in Victoria. If the person or business is based in another state or the work was done outside Victoria, contact the regulator in that state.
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Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	Anyone from the Victorian community can make a complaint to the ESV as long as it relates to: • Complaints about unsafe, or non-compliant, electrical or gas equipment, installations, or infrastructure, or work practices; • Complaints about ESV service provision or processes and procedures; and • Complaints about ESV employees. ESV can only investigate complaints about gas, electricity and pipeline issues which are related to safety or technical compliance in Victoria. If your concern or complaint relates to a matter outside of Victoria, it is recommended that you contact the equivalent regulatory body for that state or territory.
Have you tried to resolve your complaint directly?	If you have an issue with a tradesperson or electrical or gas fitting business that has carried out work for you, ESV suggest attempting to resolve the matter yourself before contacting ESV and raising a complaint. Speak to the business or individual Visit the business or speak to them on the phone and explain the problem. It can help to have any contracts, paperwork or receipts with you when you speak with them. Remember to keep a record of your contact and include: • the name and job title of the person you spoke with; • the dates you contacted them; and • what was discussed, including what they suggested. Contact the business in writing A complaint letter or email clearly stating the problem with the service along with copies of any related documentation – e.g. copy of the COES or compliance certificate, or your receipt from the tradesperson – can

	help the business understand your issue and what needs to be remedied. This is also a record of your contact with them. <i>Let them know what you expect</i> Let the business or tradesperson know what you want them to do. For example, reinstall the appliance or rectify the fault, refund your money or provide you with the requested certificate of compliance or COES. <i>Listen to what they have to say</i> They may be able to suggest a solution you hadn't thought of that resolves the situation to your satisfaction. <i>Give them a reasonable amount of time to address the issue</i> Discuss when and how the issue may be fixed – agree on an acceptable date and make sure you both understand what will happen by when. If you cannot resolve the dispute If you are unable to resolve the issue or dispute with your tradesperson you may wish to make a formal complaint to ESV about that person or business and the issue.
Can a complaint be made on behalf of someone?	Yes. Complaints can be made on behalf of another person. If you contact ESV on someone else's behalf, ESV will need authority from the person making the complaint or you can complete an Authority to Act Form and have it signed by the person you're making the complaint for.
Exclusions	These are situations where a person may not be eligible to make a complaint that ESV will act on: • Complainants with no connection to the issue: If you have no direct involvement or knowledge of the incident or issue, for example, you're not the property owner, affected party, service recipient, or industry participant, ESV may not act on your complaint unless there's a clear public safety risk. • Anonymous complainants (in some cases): While ESV may accept anonymous complaints or reports, especially for serious safety concerns, lack of contact details can limit their ability to investigate. If they can't follow up to clarify information or obtain evidence, the matter may not proceed. • Complainants making repeat or vexatious complaints: If a person makes repeated complaints about the same issue that has already been investigated or submits complaints intended to harass or burden, ESV may choose not to investigate further.

	• Complaints made by someone on behalf of another person without authority: If you're complaining on someone else's behalf (like a tenant or family member), ESV may require proof of consent or authority from the person affected, especially where personal or property-related information is involved. • Complaints made for non-safety or non-compliance reasons: Even if the complainant is directly affected, ESV will not investigate complaints that are solely about pricing, contracts, delays or dissatisfaction, even if the person experienced genuine harm or frustration. These are outside jurisdiction, regardless of the complainant's identity.
Additional information you need to know	ESV's services are free. You do not need a lawyer for the dispute resolution process, but you can seek legal advice at any time.

Step 5: What remedies are available at this body?

Power	Description
Referral and Education	• Warm referral: If your complaint is better handled by another organisation (like Consumer Affairs Victoria or EWOV), ESV may refer you there or provide contact information. • Education and compliance guidance: ESV may update its compliance guidance or engage with industry participants to promote better compliance in response to systemic issues raised in complaints.
Investigation and Oversight Tools	• Information notice: ESV can compel a person or business to provide documents, answer questions or give reasonable assistance to support an investigation. • Audit and validation: ESV can require regulated entities (like major electricity companies or gas businesses) to obtain and submit independent audits or validations of their safety compliance, at their own expense.
Compliance and Enforcement Notices	• Warning letter: A formal letter alerting a regulated entity that non-compliance has been identified, advising them to comply, and warning of future enforcement if issues continue. • Rectification notice: Requires a person or business to fix non-compliant or unsafe electrical or gas work. It is an offence to ignore a rectification notice or to charge someone for carrying out the rectification it requires. • Improvement notice: Directs a regulated business (usually one with a safety management scheme or case) to fix systems, processes or practices that risk continued non-compliance. • Safety direction: Requires immediate action to make a situation safe during or after an electrical or gas incident. This may include:

	○ stopping unsafe work ○ ceasing use of dangerous appliances or installations ○ disconnecting supply ○ actions to prevent or reduce bushfire risk from electricity assets • Action direction (bushfire and vegetation safety): ESV may require a person or company to: ○ clear trees near powerlines ○ install or maintain bushfire mitigation systems
Regulatory and Administrative Actions	• Require revised safety plan, scheme or case: ESV can reject or require changes to a safety management plan (for pipelines), safety case (for gas), or safety scheme (for electricity) before it will accept them. • Recall notice: ESV can mandate a recall of unsafe gas or electrical products if the supplier has not voluntarily done so. The supplier must alert consumers and may have to inspect, repair or replace the product, including sending technicians to homes. • Prohibition notice: Bans further sale or supply of an unsafe gas or electrical product. This applies across the supply chain, including importers, manufacturers, retailers and tradespeople.
Disciplinary Action for Electrical Workers and Contractors	• Licence or registration suspension or cancellation: ESV can suspend a worker's licence or a contractor's registration for up to 12 months, or cancel it entirely. • Conditions or retraining requirements: ESV can impose conditions on a licence or require a person to complete training, exams, or refresher courses. • Disciplinary inquiry: ESV can conduct a formal inquiry into whether a licensed worker or contractor has breached energy safety laws or acted negligently or dishonestly.
Fines and Legal Action	• Infringement notice: A fine for breaching specific energy safety laws. This allows the matter to be resolved without going to court. • Prosecution: For serious or repeated non-compliance, ESV can prosecute a person or company in court. A successful prosecution can lead to court-imposed fines, enforceable undertakings, and payment of ESV's legal costs.
Exclusions	ESV cannot: • Award compensation or issue civil remedies like refunds or damages. • Resolve contractual disputes.

	• Issue public reports or publish investigation findings for all complaints. • Impose jail sentences, only courts can do so after prosecution.
Additional information you need to know	More information regarding the complaints process is available here .

Step 6: Preparing your complaint. What should your complaint look like? What should it include?

Requirement	Description
Format	Complaints can be lodged as follows: • Online: fill in the online form available here. • By post: Complaints Coordinator, Energy Safe Victoria, PO Box 262 Collins Street West VIC 8007 If you're not sure whether ESV can help, if you'd like to speak with ESV about your concerns or if you need help completing the complaint form, then please don't hesitate to contact ESV. If you would like the assistance of an interpreter or translator this can be arranged by ESV free of charge.
Personal Details	Generally speaking, to make a complaint, you should include: • Your first and last name • Contact number • Email or postal address Anonymous complaints ESV's online complaint form allows you to lodge a complaint anonymously. If you do not provide your name or contact details, there is no way to identify you. It is helpful to provide a contact phone number should ESV need further information. You can still remain anonymous. If you lodge a complaint anonymously, ESV may be limited in the action it can take and you may not receive any updates on the processes taken by ESV.
Respondent's Details	You should provide information about the other party including: • the role, business name, person's name, • Registration (REC) and/or Licence number if known,

	• Contact details if known including email address, phone number, website / Profile Page, address • Any other identifying details • Other related parties' details
Relevant Facts	You should provide basic facts about the complaint, including: • If you have a compliance or safety complaint: ○ where the compliance or safety issue occurred; ○ the type of compliance or safety concern; and ○ details of the compliance or safety concern, • When was the work carried out or product purchased? • When did you become aware of the compliance or safety issue? You should provide as much detail as possible to help ESV understand your concern. If you have any documents to support your complaint they should be provided, including any correspondence you had with the other party about your complaint. For the online complaint form, to provide any supporting documentation, submit your completed form by clicking the "Submit" button. A copy of your form will be emailed to the email address you have provided. Reply to the email to provide any documentation or attachments.
What NOT to include	Do not make false or misleading statements.
Additional information you need to know	Privacy The online application form will require you to read ESV's privacy policy. The information you provide will be made available to ESV employees, including personal details such as name, address and phone numbers. If necessary, some information you have provided may also be communicated to the people or businesses responsible for the compliance or safety concern or the subject of the complaint to enable ESV to investigate the matter. Anonymous complaints If you choose to make an anonymous complaint, you are aware and understand this may limit the action ESV can take.

Step 7: Lodging your complaint and next steps.

Step	Description
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Where to lodge your complaint	Complaints can be lodged as follows: • Online: fill in the online form available here. • By post: Complaints Coordinator, Energy Safe Victoria, PO Box 262 Collins Street West VIC 8007 If you're not sure whether ESV can help, if you'd like to speak with ESV about your concerns or if you need help completing the complaint form, then please don't hesitate to contact ESV. If you would like the assistance of an interpreter or translator this can be arranged by ESV free of charge.
Receipt	Online applications For online applications, after you submit your application, you will receive a Complaint ID and confirmation email attaching your completed application form along with information about next steps. Postal applications Once ESV receive your application, ESV will call you to provide you with a Complaint ID and to advise if your application can be accepted by ESV. ESV will also send you a copy of your completed application form, together with information about next steps.
Assessing the Complaint	The Complaints Coordinator will assess each complaint submission to determine if there is an immediate safety risk. Complaints that are assessed as immediately dangerous are escalated. Other complaints will be assessed and prioritised for review. Complaints that involve a licensed electrical installation worker (LEIW) may prompt an investigation into the LEIW's work and a review of the licence holder's records. If ESV is not the appropriate agency to respond, the complainant will be referred to an appropriate agency. Complaints that are not relevant to ESV will be closed and the complainant will be notified. If more information is required, the complainant will be requested to provide it. If the required additional information is not available or not provided, the complaint may be closed and the complainant notified of the outcome. Any additional information received will be added to the complaint record.
Reviewing the complaint	The complaint can be reviewed and investigated by different ESV employees, depending on the outcome of the initial assessment. Some complaints may be resolved by the Complaints Coordinator. Complaints which require technical knowledge will be assigned to the part of ESV best able to assess the complaint. Review by a section manager If the complaint identifies possible breaches or safety issues that may require further investigation, the complaint will be allocated to

	the appropriate section manager for review and the complainant notified. A section manager may handle the matter themselves, allocate a case manager from their section to make further enquiries or allocate the complaint to another section manager. The section manager will determine the priority of the complaint before allocating it to a case manager. Review by senior manager If the complaint is about an ESV employee, the Complaints Coordinator allocates it to the most senior manager of that employee's division. ESV will aim to resolve complaints about ESV employees within four weeks; the complainant will be contacted if additional time is required.
Investigating the complaint	The section manager is responsible for prioritising the complaint. The case manager may conduct interviews and site visits, and will record their finding and any action taken. Other ESV employees may assist the case manager with the complaint investigation. The case manager is responsible for communicating with the complainant about the complaint while investigating the complaint.
Closing the complaint	At the end of the complaint review or investigation, the Complaints Coordinator may advise the complainant of resolution in writing. The complainant will be informed if formal legal proceedings are started, and the complaint will be closed. The complainant will be advised that ESV publish information about prosecutions in the EnergySafe magazine. The resolution letter may provide an opportunity for the complainant to request an internal review of their complaint. They may also be advised of their right to contact the Victorian Ombudsman if they are dissatisfied with the outcome. ESV will not send formal correspondence if the complainant was not personally affected, or has advised that they do not wish to know the outcome.
Additional information you need to know	More information regarding the process is available here.

Step 8: Post-complaint – what if you are not happy with the outcome of your complaint?

Avenue	Description
Internal review	If you submitted a complaint and are not satisfied with the outcome of the complaints process, you can request an internal review of the complaint. The complainant must detail the specific decision ESV has made that you are dissatisfied with, and provide any evidence that you believe demonstrates ESV has not made the correct decision.

	If the review determines that the decision made was appropriate, you will be advised and informed of your right to contact the Victorian Ombudsman. The review will then be closed. the internal review concludes the decision was not correct, the complaint will be reopened and considered again. If internal review concludes the decision was not correct but no actions are possible to resolve the complaint, ESV will advise you of their right to contact the Victorian Ombudsman or may offer compensation (if appropriate) A process review will take place if the internal review indicates that incorrect decisions have been made by ESV and process improvements will be made accordingly.
Victorian Ombudsman	You can approach the Victorian Ombudsman at any stage of the process. However if the internal review by the ESV has not been finished, the Victorian Ombudsman may not take action until the outcome of the internal review is known.
Additional information you need to know	If you continue to provide correspondence unrelated to matters within ESV's jurisdiction, or exactly the same matters that have already been responded to, you will be advised that ESV will only review new information relating to compliance and safety issues. Further correspondence that does not contain new information may be recorded without additional ESV response. More information about how ESV handles decisions it has made is available here.

Step 9: Overlapping or Related Jurisdiction to the complaints body?

Jurisdiction	Description
Consumer Affairs Victoria	Promotes consumer protection and ethical trading and ensures that consumer protection laws are properly enforced. The Consumer Affairs Victoria website also lists the steps to try and resolve a dispute before applying to ESV. Website: https://www.consumer.vic.gov.au Phone: 1300 558 181
Victorian Building Authority (VBA)	The VBA regulates the building industry in Victoria. It undertakes inspections, investigations and audits, to ensure builders comply with their obligations under the building regulations and the Building Code of Australia. The VBA also takes complaints about builders and building practitioners. Website: https://www.vba.vic.gov.au Phone: 1300 815 127 For more information and to search the registered building practitioner database, visit the VBA website.

	The VBA can also provide useful information on insurance for building and plumbing work .
Victorian Civil and Administrative Tribunal (VCAT)	VCAT's purpose is to provide Victorians with a low cost, accessible, efficient and independent tribunal delivering high quality dispute resolution. Website: https://www.vcat.vic.gov.au Phone: 03 9628 9830
Victorian Ombudsman	The Ombudsman enquires into or investigates administrative actions taken by a Government department or public statutory body, including ESV. Website: https://www.ombudsman.vic.gov.au Phone: 03 9613 6222
Energy and Water Ombudsman	Investigates and resolves disputes between Victorian electricity, gas and water customers and their providers. Website: https://www.ewov.com.au Phone: 1800 500 509
Workplace Injury Commission	Provides an independent service to resolve workers compensation disputes in Victoria. Website: https://www.wic.vic.gov.au Phone: 1800 635 960
Dispute Settlement Centre of Victoria	Provides an informal, impartial, accessible, low cost dispute resolution service to the Victorian community. Website: https://www.disputes.vic.gov.au Phone: 1300 372 888
Victorian Equal Opportunity and Human Rights Commission	Responsible for eliminating discrimination in Victoria. Offers information, education and consultancy services, provides legal and policy advice. Website: https://www.humanrightscommission.vic.gov.au Phone: 1300 292 153
Office of the Victorian Information Commissioner	The key body regulating the way Victorian government agencies and local councils collect and handle personal information. Website: https://www.ovic.vic.gov.au Phone: 1300 666 444
WorkSafe Victoria	Enforces Victoria's occupational health and safety laws. Website: https://www.worksafe.vic.gov.au Phone: 1800 136 089
Independent Broad-based Anti-Corruption Commission	Responsible for handling complaints against police and other public sector agencies, conducting investigations into a range of systemic issues and corruption. Website: https://www.ibac.vic.gov.au

	Phone: 1300 735 135
Magistrates' Court of Victoria	The first court in Victoria's system which handled the vast majority of all disputes including 90% of court cases each year, including the majority of ESV's proceedings. The Court has a jurisdiction limit of \$100,000 in civil claims. Website: https://www.mcv.vic.gov.au
County Court of Victoria	The County Court deals with more serious crimes and civil claims for over \$100,000. Website: https://www.countycourt.vic.gov.au
State Emergency Service (SES) Victoria	Call 132 500 from anywhere in Victoria for flood, storm, tsunami and earthquake emergency assistance. Website: https://www.ses.vic.gov.au Phone: 132 500
Supreme Court of Victoria	The highest court in Victoria. It deals with the state's most serious criminal and civil cases. Website: https://www.supremecourt.vic.gov.au Phone: 03 9603 9300

Need help?

Organisations that can help you make your complaint, provide support or advocacy or give you more information

Organisation	Contact Details	How they can help
ESV	Website: https://www.energysafe.vic.gov.au/ Telephone: 03 9203 9700. Email: info@energysafe.vic.gov.au .	You can contact ESV directly if you have any further questions or need assistance with your complaint.
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 131 450	Provides interpreting and translation services for people if English is not their first language.
National Relay Service	Website: www.accesshub.gov.au	Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate.

Self-help tools and additional resources

Resource	How this helps
Where to make a complaint	Guidance from ESV on how to make a complaint.
Law Society: Know Your Rights	Guidance for individuals who are uncertain about where to start when seeking legal advice.
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.