

Dispute Resolution Policy

Network Energy Services place enormous importance on the consumer experience through our role as an embedded network manager and service provider working on behalf of Embedded Network Owners and Operators.

The core tenet of our customer service philosophy is to provide personalised interaction so that customer queries and concerns can be clearly understood and then constructive strategies can be employed to address areas of concern. Our belief is that this attentive and personalised approach facilitates a dialogue where disputes can be resolved in a conciliatory manner.

If we are unable to satisfy your concerns then the following dispute lodging process can be undertaken.

Lodging a Complaint

Network Energy Services represents the first contact point in receiving, investigating and responding to the customer's complaint.

For a query that has been raised with us, we will undertake the following actions;

- Acknowledge the receipt of your complaint and register it against your account.
- Respect your privacy, and the need to keep personal information confidential.
- Communicate to you the process for resolving your complaint including an estimated timeframe.
- Attempt to resolve the issue as quickly as possible (i.e. within ten business days, or for more complex issues resolved by a date agreed with you);
- Keep you informed about the progress of your issue via your preferred method of communication, (i.e. phone, fax, email, or post);
- Inform you of the outcome of our internal investigation to your complaint and communicate the detail behind the final outcome.
- Invite your feedback on the final outcome.
- Map out a process for continued assessment and investigation if the complaint remains unresolved.
- In the event that the Customer is unsatisfied with the efforts and/or outcome, they can;
- Escalate the complaint to a more senior team member within Network Energy Services, and/or;
 - Escalate the complaint to a relevant Manager associated with the Embedded Network Owner or Operator.
 - If the complaint remains unresolved following escalation, the customer can refer their complaint to the Energy and Water Ombudsman or other relevant external dispute resolution bodies.

How to contact us

Customer queries and complaints can be made via any of the following methods;

Phone: 1300 664 521 (cost of a local Call) or 03 9807 5286

You can call us on weekdays, between 9:00am and 5:00pm AEST. We are closed during National Public Holidays.

Email: info@networkenergy.com.au

Fax: 03 9888 3096

Post: PO Box 2296, Mount Waverley, Victoria, 3149

Ombudsman

If you feel your complaint has still not been adequately resolved, you have the right to lodge your complaint with your state ombudsman.

Energy and Water Ombudsman NSW (EWON)

Mail: Reply Paid 86550, Sydney South NSW 1234

Phone: 1800 246 545

Fax: 1800 812 291

Email: complaints@ewon.com.au

Web: www.ewon.com.au

Energy and Water Ombudsman Queensland (EWOQ)

Mail: PO Box 3640, South Brisbane QLD 4101

Phone: 1800 662 837

Fax: (07) 3227 7068

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

Web: www.eoq.com.au

Energy and Water Ombudsman Victoria (EWOV)

Mail: Reply Paid 469, Melbourne VIC 8060

Phone: 1800 500 509

Fax: 1800 500 549

Email: ewovinfo@ewov.com.au

Web: www.ewov.com.au

For those in the ACT, there is currently no relevant Ombudsman scheme. Instead you can refer to the ACT Civil and Administrative Tribunal with their details outlined below.

ACT Civil and Administrative Tribunal

Mail: DX5691, GPO Box 370, Canberra ACT 2601

Phone: (02) 6207 1740

Fax: (02) 6205 4855

Email: tribunal@act.gov.au

Web: www.acat.act.gov.au