

# Aurora Energy's Complaints Management Policy

This policy outlines Aurora Energy's commitment to its customers to manage and resolve complaints. Our Complaints Management Policy and related procedure is developed in accordance with Australian Standards.

## 1. Our Commitment

As part of Aurora Energy's commitment to customer service excellence, we have adopted a customer focused approach to managing complaints. Aurora Energy values customer feedback and is committed to resolving complaints. We recognise you have a right to raise your concerns and will:

- deal with your complaint fairly and objectively;
- respond quickly, respectfully and professionally to complaints and aim to resolve all complaints when they are first raised;
- keep you informed of the progress of your complaint;
- advise you of your right to escalate your complaint to more senior Aurora Energy staff, or to the Energy Ombudsman; and
- periodically review the effectiveness of our complaints handling process, complaint trends and outcomes to improve our customer service.

## 2. Lodging Your Complaint

Our commitment to addressing your concerns is highlighted by our accessibility in the various ways you can submit your complaint to us.

- You can submit your complaint by telephone to Aurora Energy's dedicated Customer Feedback Line on 1800 800 753 or our Customer Service Centre on 1300 13 2003. Our Customer Service Advisers are trained to handle your complaint effectively and will attempt to resolve your concerns at the first point of contact. Where required your call will be escalated to a Team Leader, or you can request this be done at any time.
- You can outline your complaint in writing to us at:  
Aurora Energy Customer Relations  
GPO Box 191  
HOBART TAS 7001
- You can also submit your complaint on-line at [www.auroraenergy.com.au](http://www.auroraenergy.com.au) .

If you require the assistance of an interpreter to submit your complaint, please contact TIS National on 13 1450 and ask to be connected to Aurora Energy.

If you are deaf or have a hearing impairment, contact us through the National Relay Service. TTY users phone 13 3677 then ask for 1300 13 2003. Speak and listen users phone 1300 555 727 then ask for 1300 13 2003.

### 3. Resolving Your Complaint

Regardless of how you lodge your complaint, if it cannot be resolved immediately, we will acknowledge your complaint within 3 working days and attempt to resolve it within 10 working days.

Some complaints may be more complicated than others and may not be able to be resolved within 10 working days. In that case, we will explain the reason for the delay, advise you of a new timeframe for resolution and keep you informed of progress.

We will contact you to advise our decision regarding your complaint and the reasons for that decision.

### 4. If You Are Unhappy With Our Decision

We expect our complaints management process will resolve your complaint. However if you consider your complaint has not been adequately resolved, you have the right to:

- request a review of your complaint by senior Aurora Energy staff; or
- lodge a complaint with the Energy Ombudsman.

The Energy Ombudsman provides an independent and free dispute resolution service for customers who are unable to resolve their complaint with their energy retailer.

For the Energy Ombudsman to be able to assist, you will need to give us reasonable opportunity to respond to your complaint. The Energy Ombudsman may refer your complaint back to Aurora Energy if you have not attempted prior resolution of the complaint with us.

The Energy Ombudsman can be contacted on 1800 001 170. More information on the Energy Ombudsman is located at [www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au).

### 5. Confidentiality

Aurora Energy is committed to maintaining the confidentiality of your personal information. While resolving your complaint, we will keep your personal information confidential and will not disclose it to third parties unless permitted or required to do so under relevant privacy legislation. Aurora Energy's Privacy policy is available on request and is published on our website [www.auroraenergy.com.au](http://www.auroraenergy.com.au).

### 6. Language Assistance

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Chinese 并要求连接到极光能源13 1450 并要求连接到极光能源

Korean 통역 지원 하십시오 13 1450 전화와 오로라 에너지에 연결 될 것을 요구합니다

**Approved by the Chief Executive Officer on 5 December 2017.**