Standard complaints and dispute resolution procedure

Origin Energy is committed to:

- recognising our customers and other interested parties have a right to raise a concern;
- resolving any issues or problems customers, or others, may have with our products or services in an effective, respectful and professional manner;
- the continual improvement of the quality of our products and services; and
- aspiring to exceed the standards specified in the Australian Standard for handling complaints AS 10002:2022, the international standard for managing complaints SO 10002:2018 and the conditions of licences under which we operate our business.

We will demonstrate this commitment by:

- providing adequate resources, including appropriately trained, qualified and supervised personnel, to enable us to manage customer complaints efficiently and effectively through documented systems and work procedures;
- addressing each complaint in an equitable, objective and unbiased manner, with a view to a fair and reasonable outcome;
- providing an easily accessible complaints process for our customers and one in which our Customer Service Consultants ('Consultants') display respect and empathy;
- responding quickly to any complaints in a professional, courteous and fair manner, and aiming to resolve all concerns at the customer's initial contact;
- keeping customers informed on the progress of their complaint either by telephone, email or in writing until the matter is resolved;
- advising customers of their right to escalate complaints to more senior staff within Origin or, if the issue is still not resolved, to the Ombudsman (or other appropriate organisations), and by providing contact details where requested;
- respecting customers' privacy, and the need to keep personal information confidential;
- recording, monitoring and reviewing complaints in order to identify any trends, and taking appropriate steps to rectify potential problems;
- reviewing our complaints handling process regularly to ensure our systems meet customers' needs; and
- ensuring that we have additional support options in place to support customers experiencing financial difficulties, family domestic violence, and other personal circumstances.

Where a disagreement arises between Origin Energy and a customer, the procedure outlined below shall apply.

The steps involved in the procedure are as follows:

a. A customer should first telephone the Origin Energy Customer Contact Centre for electricity and natural gas on 13 24 61. Consultants receiving these enquiries are trained in the effective handling of complaints and resolution of disputes.

b. Alternatively, a customer may wish to address their complaint in writing. This correspondence should be addressed to:

   Origin Energy
   GPO Box 1199
   Adelaide SA 5001

   Email: hello@origin.com.au

c. Origin Energy aims to resolve all written complaints promptly. We do our best to ensure complaints are acknowledged within three business days of submission. The Consultant will then assess the expected timeframe for resolution based on the complexity of the complaint and provide the customer with that finding.

d. Our customer management system is used to log the nature of all complaints and customer feedback. This data is reviewed by appropriate personnel to identify trends and to highlight areas for improvement with our products and services.

e. If a complaint remains unresolved on the first contact (whether by phone or in writing), or beyond what the customer considers a reasonable timeframe, the customer can request to escalate the matter further to a Team Leader.

f. Origin seeks to resolve any complaints directly but if the complaint continues to remain unresolved, the customer has the right to engage an external dispute resolution party as detailed below. Customers can contact their state Ombudsman at any time.

g. Customers who receive an estimated bill can provide a self-read and request a revised bill. If Origin Energy cannot accept the self-read, such as when an actual reading hasn't occurred within 12 months we will:

   - Advise the customer in writing why the self-read cannot be accepted.
   - A complaint can be raised by contacting us and it will be handled in accordance with our complaints policy.

South Australia

Energy and Water Ombudsman
(South Australia)

ewosa.com.au

Victoria

Energy and Water Ombudsman
(Victoria)

ewov.com.au

New South Wales

Energy and Water Ombudsman
(New South Wales)

ewon.com.au

Queensland

Energy and Water Ombudsman
(Queensland)

ewoq.com.au

Western Australia

Energy and Water Ombudsman Western Australia

energyandwater.ombudsman.wa.gov.au

Tasmania

Energy Ombudsman Tasmania

energyombudsman.tas.gov.au

Australian Capital Territory

Australian Capital Territory Ombudsman – Australia

acat.act.gov.au

Confidentiality

Origin Energy is committed to compliance with the laws that protect your personal information. During any complaint procedure, we will keep your personal information confidential and will not disclose it to third parties except as may be permitted or required under the Privacy Act. We will always maintain the confidentiality of your personal information. A copy of Origin Energy's Privacy Policy is also available on request and is published on our website.



Interpreter Service 1300 137 427

خدمة الترجمة الهاتفية للغات غير الإنكليزية.

Servicio Telefónico de Intérpretes para otros idiomas.

Per lingue oltre all'inglese contattate il Servizio d'Interpretariato Telefonico

Dịch vụ thông dịch qua điện thoại cho những ngôn ngữ khác không phải tiếng Anh.

Τηλεφωνική Υπηρεσία Διερμηνέων για άλλες γλώσσες εκτός της αγγλικής.

非英語語言電話傳譯服務。