



energy+water
ombudsman
QUEENSLAND

OUR SERVICES

The Energy and Water Ombudsman provides free, fair and independent dispute resolution services to consumers unable to resolve a complaint with their electricity or gas supplier in Queensland or water supplier in south-east Queensland. Through the use of the complaints website, even more Queenslanders can take advantage of the many dispute resolution services available and receive the help they need.

If you have experienced a problem with your electricity, gas or water supplier, there are a number of complaint agencies in Queensland and across Australia who can assist you.

- Energy and Water Ombudsman Queensland
- Australian Energy Regulator
- Australian Competition and Consumer Commission
- Queensland Ombudsman
- Department of Energy and Water Supply
- Queensland Competition Authority
- Office of Fair Trading

The Energy and Water Ombudsman Queensland is here to help resolve complaints with your energy supplier across Queensland or water supplier in south east Queensland.

FREECALL 1800 662 837

INTERPRETER 131 450

TTY/VOICE 133 677

EMAIL complaints@ewoq.com.au

WEB www.ewoq.com.au

MAIL PO Box 3640
South Brisbane BC QLD 4101

LOCATIONS

Brisbane – Level 16, 53 Albert Street

Rockhampton – Level 2, 209 Bolsover Street

Cairns – Level 1, 15 Lake Street

Making a complaint

Energy and Water Ombudsman Queensland can help.





This guide will help you if you have a complaint against your energy or water provider.

WHAT TO DO IN THE FIRST INSTANCE

In the first instance, if you have a problem with your energy or water company, contact them and explain your situation. Keep records of letters, names, times and dates. If the call centre staff can't help you, ask to speak to a supervisor. If the problem is still not fixed, you can contact the relevant authority to escalate your complaint.

KNOWING WHO IS THE RIGHT AGENCY

There are various independent complaint agencies with different roles, responsibilities and powers. An initiative of the Energy and Water Ombudsman Queensland in partnership with several other agencies, the Energy Water Complaints website (www.energywatercomplaints.com.au) is designed to enable you to quickly and easily determine the appropriate complaint agency to contact and get help.

USING THE COMPLAINTS SITE

On the complaints site there are icons representing electricity, water and gas. Click on one of these and you will be asked a few simple questions. After answering the questions, the contact details of the relevant authority to contact are displayed. In some cases, a complaint can even be lodged online.

WHAT IF YOUR PROBLEM ISN'T COVERED ON THE SITE

There may be instances where your problem isn't included in the complaints website. Please contact the Energy and Water Ombudsman Queensland on 1800 662 837 and someone will assist you further with your query.

MAKE YOUR COMPLAINT COUNT

MAKING A COMPLAINT IN WRITING

- Include your name, address and phone number/s.
- Find out the name and title of the person who can deal with your complaint so your letter or email reaches the right person.
- State that you have a complaint and want to use the supplier's complaints process.
- Briefly explain what your complaint is about and the outcome you want.
- Request a written acknowledgement of your complaint within 10 business days.
- Attach copies of any relevant documents.
- Keep a copy of your letter and any other relevant documents.

MAKING A COMPLAINT BY PHONE

- Ask the name and position of the person you are talking to about your complaint.
- Tell them you want to use the supplier's complaints process.
- Ask how they can help resolve your complaint. If they can't help, ask to speak to a complaints officer or a supervisor.
- Keep your cool - remember to state your complaint clearly, calmly and politely.
- Always keep notes of your conversation, including the time and date and the person you spoke to.
- It's a good idea to confirm your understanding of the conversation by email or letter.

USEFUL TIPS WHEN MAKING A COMPLAINT

- Tell the company how you want the issue to be resolved. Do you want an apology, a different decision or a change in the way things are done?
- Think about what action you believe the company should take to resolve the problem.
- Your request should be reasonable and realistic.
- If your complaint is complex, it is often more effective to write to the company rather than phone, especially if you need to provide copies of documents.
- Stick to the main facts and provide only as much detail as is needed to understand and resolve the problem.
- Document any information relating to your complaint to use as evidence to support your claim.
- Even if you feel angry or frustrated, remain calm and polite. Focusing on the main problem will help you get your point across and address your complaint.
- If nothing happens following your complaint, telephone the company to ask about the progress of your complaint. If no progress has occurred, or if the company cannot or will not explain how things have progressed, then write again. Make it clear that the problem will not go away unless it is properly resolved.
- If you are unable to sort out the matter after making all reasonable efforts to do so, you should consider contacting the appropriate complaint agency.