



# Complaints Policy

Residential Customers

## 1. Introduction

This policy applies to all small customers<sup>1</sup> of Progressive Green Pty Ltd trading as “Flow Power”.

This policy is designed to ensure that complaints are handled fairly, efficiently and effectively. This policy tells you how to make a complaint and what you can expect from us. This policy will be reviewed by the General Counsel on an annual basis.

## 2. Who can make a complaint?

Complaints can be made to us by our small customers who are dissatisfied with our energy services. This can include issues in relation to:

- your energy bill and/or account;
- access to payment plans, rebates and/or concessions;
- the quality and reliability of your supply; or
- your connection, accessing additional energy services, and/or problems with your meter.

We handle complaints fairly, efficiently, effectively and in line with this policy. We will not take action against you or any other resident just because you have made a complaint, or because someone else has made a complaint on your behalf.

## 3. How can you make a complaint?

You need to tell us what you are complaining about and what you would like to happen to resolve your complaint.

You can make a complaint:

- By phone: 1300 06 08 06
- By email: [complaints@flowpower.com.au](mailto:complaints@flowpower.com.au)
- In writing: PO Box 6074, Hawthorn VIC 3122

## 4. How do we deal with complaints from residential customers?

All our staff are trained to follow our complaints policy and procedure.

When we receive a complaint, we will:

- Make a record of your complaint.
- Acknowledge the complaint as soon as practical. This may be in writing, by phone or in person.

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<sup>1</sup> Small customer is someone who is a domestic and small business customer and a) a residential customer or b) a business customer who consumes energy at a business premises below the upper consumption threshold in their respective state. (*Electricity Industry Act; Energy Retail Code; National Energy Retail Law (South Australia) Act 2011*).

- Try to resolve your complaint during that initial contact, however, we may need more time to respond if the issue is complex. If we need more time, we will give you an expected timeframe for a response, and if possible, the likely outcome.
- Give priority to issues that are urgent, may affect your electricity supply, or that have health and safety implications.
- Investigate the complaint.
- Keep you updated on the progress of your complaint. If you have not heard from us, please contact us again and ask for an update.

We value complaints and we are committed to learning from complaints to improve our business. If you think we could improve the way we deal with complaints, please let us know.

## **5. How can we help resolve your complaint?**

We will do our best to address the issue that has caused your complaint. If you are not satisfied with the outcome to your complaint, we will explain what actions we took and provide you with reasons for any decisions made.

From time to time, it may be necessary for us to discuss your complaint with another organisation to resolve the issue. Please let us know immediately if you do not want us to discuss your personal information, or if you want your complaint to be confidential.

## **6. What do we expect from you?**

We are committed to treating all our customers with respect and involving you in finding the best outcome to your complaint. We expect you to treat our staff in a respectful and polite manner. We also ask that you work cooperatively with us to resolve your complaint.

## **7. What can you do if you are not satisfied with the outcome?**

If you are not satisfied with the outcome to your complaint, we will tell you about other options available to you, including the Energy and Water Ombudsman in your respective state

**ENERGY AND WATER OMBUDSMAN  
NSW**

**FREECALL: 1800 246 545**

**EMAIL:**

**[COMPLAINTS@EWON.COM.AU](mailto:COMPLAINTS@EWON.COM.AU)**

**Energy and Water Ombudsman VIC**

**Freecall: 1800 500 509**

**Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)**

**Energy and Water Ombudsman SA**

**Freecall 1800 665 565**

**Online Complaint:**

**<https://ewosa.com.au/submit-a-complaint>**

**ENERGY AND WATER OMBUDSMAN QLD**

**FREECALL: 1800 662 837**

**EMAIL: [COMPLAINTS@EWOQ.COM.AU](mailto:COMPLAINTS@EWOQ.COM.AU)**

**ACT Civil and Administrative Tribunal**

**Phone: (02) 6207 1740**

**Email: [ewcomplaints@act.gov.au](mailto:ewcomplaints@act.gov.au)**

**Energy Ombudsman TAS**

**Freecall: 1800 001 170**

**Email:**

**[energy.ombudsman@ombudsman.tas.gov.au](mailto:energy.ombudsman@ombudsman.tas.gov.au)**