

Synergy's complaint resolution policy

Our aim at Synergy is always to meet if not exceed our customers' expectations.

But we realise there may be times when we fall short of achieving this aim.

If this happens we want to know about it. That's because your feedback helps us to build our business and improve our service.

We encourage you to contact us, and we would like to assure you that your privacy will be maintained at all times, with your complaint being investigated objectively, equitably and in an unbiased manner.

I hope you never have cause to use our complaints policy, but if you do, this booklet will help guide you through the process.

James K Mitchell
Managing Director

What is a complaint?

Sometimes people get confused between what is a complaint and what is a query.

A complaint is any expression of dissatisfaction and you would like something done about it, while a query is a request for information – like why have we acted in a certain way, or if we can further explain something to you.

If you would like to talk to us about your situation, call us on 13 13 53 (for residential customers) or 13 13 54 (for business customers) and our customer service team will be happy to help.

*The International Standards Organisation (ISO) Australian standard 10002-2006 defines a complaint as "An expression of dissatisfaction made to an organisation, related to its products and or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected." The Economic Regulation Authority has also produced a guideline which delineates between a query and complaint. A retailer's complaints policy is required to comply with both documents.

Who can make a complaint?

Anyone is welcome to make a complaint and there are a number of ways that a complaint can be made – by phone, email or mail. Please refer to the section below for details.


If you would like someone to lodge a complaint on your behalf, we'll need your written authority to exchange information with them.

This ensures that your privacy is protected.

You can download a consent form at synergy.net.au or call us on 13 13 53 (for residential customers) or 13 13 54 (for business customers) and we will mail one out to you.

How can I make a complaint?

To lodge a complaint or find out how a complaint is progressing you can:

- Call our Customer Service Centre on 13 13 53 (for residential customers) or 13 13 54 (for business customers) between 7am and 7pm, Monday to Friday
- Call the TTY number (if you have hearing or speech difficulties) on (08) 9221 8608
-  If you don't speak English call the telephone interpreter service (TIS National) on 13 14 50
- Complete an online enquiry form at synergy.net.au/contactus
- Email your complaint direct to the Synergy Customer Advocate at advocate@synergy.net.au
- Fax a completed complaints form to (08) 6212 1034
- Write to us at GPO Box K851 Perth 6842

What happens when I make a complaint?

If you call us to register a complaint, we will acknowledge this by recording a complaint for further investigation and resolution.

If you write to us, you will receive an acknowledgment from us in writing within ten business days to let you know we are looking into it. We will work towards resolving your complaint within 20 business days.

We will contact you by phone or if requested in writing if we need you to supply more information.

If your complaint addresses issues that affect the payment of a bill by the due date, we will extend the payment deadline while your complaint is being investigated.

We also promise not to disconnect your electricity supply for non-payment of a bill where your complaint relates directly to your bill while your complaint is being reviewed.

What if I am not satisfied with your response?

If you are not satisfied with our response to your complaint.

- You can request that we advise you of the reasons for the outcome in writing
- You can raise the complaint directly with the Synergy Customer Advocate at advocate@synergy.net.au
- Or we will explain how to raise your complaint to the Energy Ombudsman (Freecall 1800 754 004)

What if my complaint relates to the Network Operator or another third party?

Synergy is an energy retailer. We sell energy that we buy from generators. The energy is transported into homes and businesses via Western Power's network of powerlines and cables.

So, in some cases you may have a complaint that relates to another organisation, such as the electricity network operator, which may include metering problems and power outages.

When we receive a written complaint that does not relate to our responsibility we will refer that complaint to the appropriate organisation and inform you that your complaint has been referred to them, provided we are able to identify the appropriate organisation.

Will I receive any compensation?

If we are not successful in acknowledging or responding to a written complaint within 10 and 20 business days respectively, you are able to request a Service Standard Payment.

If we fall short of meeting these standards you are entitled to receive a payment of \$20. We can either credit your account or send you a cheque, it's your choice.

If this happens you have up to six months from your initial complaint to apply to us for a Service Standard Payment.

Record keeping

All details about your complaint will be kept confidential and your privacy respected at all times.

We keep all computer system histories of customer complaints for three years from the complaint resolution date.

We also keep all paperwork relating to a complaint on site for 12 months. After that the documents are moved to archived storage where they are kept for five years from the date of the complaint resolution.

Reporting and monitoring

When we investigate your complaint we use information from just three sources – you, our internal systems, and if necessary external sources such as the network operator, Western Power.

We produce internal monthly reports for reviewing complaints and we adhere to strict government reporting requirements.

A record of all customer feedback is maintained on our business log. This record is used to help us improve our customer service.

Rest assure that your privacy is protected at all times.

Compliments?

Synergy has an extensive employee recognition program that helps foster a culture where our staff are happy to go beyond what is expected of them to help customers.

If you feel our staff have exceeded your expectations in any way, please let us know. By receiving compliments we can then acknowledge staff for their hard work and provide them with the recognition they deserve.

To let us know about a good experience you have had, please, contact us online at synergy.net.au/contactus or call 13 13 53 (residential) or 13 13 54 (business) Monday to Friday between 7am - 7pm or write to us at GPO Box K851 Perth 6842.