



# Complaint Resolution Policy

We're here to help

## What's inside

<b>Our commitment to you</b>	<b>2</b>
<b>What is a complaint?</b>	<b>3</b>
<b>Who can lodge a complaint?</b>	<b>3</b>
<b>How to lodge a complaint</b>	<b>4</b>
<b>How we manage complaints</b>	<b>5</b>
<b>If you're not satisfied with our response</b>	<b>6</b>
<b>Complaints relating to a function that Synergy does not perform</b>	<b>6</b>
<b>Service Standard Payments</b>	<b>7</b>
<b>Record keeping</b>	<b>7</b>
<b>Investigating your complaint</b>	<b>7</b>
<b>Compliments and general feedback</b>	<b>8</b>
<b>Complaints summary</b>	<b>9</b>

### **Acknowledgement of Country**

Synergy acknowledges the Traditional Owners of the Land on which we operate and their continuing connection to the land, water and community. We pay our respects to all Aboriginal and Torres Strait Islander communities, their cultures and to Elders past, present and emerging.

## Our commitment to you

At Synergy we want to ensure that your experience with us meets or exceeds your expectations.

If it doesn't, we want you to let us know. Feedback helps us improve our service to you.

This policy outlines what you can do if you are dissatisfied with us. We'll always maintain your privacy, consistent with our privacy policy (you'll find this at [synergy.net.au/privacy](https://www.synergy.net.au/privacy)). Your complaint will be investigated objectively, equitably and in an unbiased manner.

## What is a complaint?

A *complaint* is an expression of dissatisfaction related to our products, services, staff, or the handling of a complaint and for which you would like a response or resolution. A *query* is a request for information about our products or services that does not reflect dissatisfaction, such as asking for the reasons why we have acted a certain way, or if we can further explain something to you.

If dissatisfaction has not been expressed, or you have not sought a resolution, the matter will not be considered as a complaint.

We comply with both the International Standards Organisation (ISO) Australian Standard 10002:2022 and the *Customer Complaints Guidelines: Distinguishing Customer Queries From Complaints* published by the Economic Regulation Authority.

If you would like to talk to us about your energy supply, 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.



## Who can lodge a complaint?

Anyone who uses our products or services is welcome to make a complaint. If you would like someone to lodge a complaint on your behalf, we'll need your written or verbal consent to exchange information with them that relates to you and your complaint. This ensures that your privacy is protected.

## How to lodge a complaint

To lodge a complaint or find out how a complaint is progressing, you can contact us by phone, our website, or by mail.

Call us:

- **13 13 53** for residential customers.  
Monday to Friday between 7am and 7pm AWST, excluding public holidays.
- **13 13 54** for business customers.  
Monday to Friday between 8am and 5pm AWST, excluding public holidays.
-  **TTY 13 36 77**  
if you have hearing or speech difficulties.
-  **TIS 13 14 50**  
for telephone interpretation services.

Visit us online:

An online enquiry form can be found at [synergy.net.au/complaints](https://www.synergy.net.au/complaints)

Write to us:

- **Customer Services**  
**Synergy**  
**GPO Box K851**  
**Perth WA 6842**

## How we manage complaints

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

If you write to us, you will receive an acknowledgment from us within 10 business days to let you know we are looking into it. We will work towards addressing your complaint within 20 business days. We will contact you by phone or in writing if we need you to supply more information.

If your complaint refers to 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 will ensure not to disconnect your electricity supply for non-payment of a bill where your complaint is directly related to the reason for the disconnection and the complaint has not been resolved by us.

You have a right to have a complaint reviewed by a Senior Complaints Officer if you are not satisfied with the manner in which the complaint is being handled.

In resolving your complaint, we will inform you of the outcome, and the reasons regarding the outcome.

We commit to each customer being treated respectfully, fairly and have their concerns considered and addressed in a timely manner.

We also seek for our people to be treated in a similar manner by our customers. Any correspondence which is not a complaint and/or seeks to renounce the applicability of Australian or Western Australian law, or which attempts to revoke consent to or deny the validity of Synergy's Standard Electricity Agreement or a customer bill will not be acted upon.

Complaints or correspondence containing threats of violence or harm, personal abuse, inflammatory statements or material intended to intimidate will also not be addressed.

## If you're not satisfied with our response

If you make a complaint and you are not satisfied with our response or the way your complaint was handled, please call us on **13 13 53** (for residential customers) or **13 13 54** (for business customers).

If you still feel that your complaint has not been resolved to your satisfaction, you may wish to contact the Energy and Water Ombudsman. The Ombudsman's office can be contacted on **08 9220 7588** or freecall **1800 754 004\*** and is located on the 2nd floor, Albert Facey House, 469 Wellington Street, Perth. For more information, visit [energyandwater.ombudsman.wa.gov.au](http://energyandwater.ombudsman.wa.gov.au)

Please note that you must contact Synergy before you contact the Energy and Water Ombudsman, so we have the opportunity to resolve your complaint first.

## Complaints relating to a function that Synergy does not perform

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

In some cases you may have a complaint that relates to another organisation, such as the electricity network operator, Western Power. When we receive a complaint that doesn't relate to our functions, we are required to advise you of the entity that we reasonably consider to be the appropriate entity to deal with the complaint (if known).

## Service Standard Payments

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 do not meet these standards, excluding where caused by events or conditions outside our control, you are entitled to receive a payment of \$20 on request, by crediting your account. A refund might be applicable.

If this happens, you have up to 3 months from when we failed to meet these standards 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 records of customer complaints for 7 years from the complaint resolution date.

## Investigating your complaint

When we investigate your complaint, we typically use information from 3 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 adhere to regulatory reporting requirements.

\*STD/pay phone and mobiles charged at applicable rates.

## Compliments and general feedback

Synergy has an 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.

Our contact details are listed on the back of this brochure. By receiving compliments we can then acknowledge staff for their hard work and provide them with the recognition they deserve.

## Complaints summary

### How do I make a complaint or provide feedback?

- Phone us on **13 13 53** (for residential customers) or **13 13 54** (for business customers).
- Additional phone numbers can be found on the back of this brochure.
- Fill out the online form at **[synergy.net.au/complaints](https://synergy.net.au/complaints)**
- Write to us at **GPO Box K851, Perth, WA, 6842.**

### When will I receive a response?

We will reply to your complaint or feedback within 20 business days of receipt.

If the complaint doesn't relate to our functions, we will advise you of the entity that we would reasonably consider to be the appropriate entity to deal with.

### How can I follow up?

If you make a complaint and you are not satisfied with the way your complaint was handled, please contact us.

If you still feel that your complaint has not been resolved to your satisfaction, you may wish to contact the Energy and Water Ombudsman on **08 9220 7588** or freecall **1800 754 004**<sup>\*</sup>. Visit **[energyandwater.ombudsman.wa.gov.au](https://energyandwater.ombudsman.wa.gov.au)** for more information.


<sup>\*</sup>STD/pay phone and mobiles charged at applicable rates.

# Our commitment to serve you well

We may supply your energy but what we're really here for is to help you get the most out of it. That means giving you the best possible service. If you have any feedback or ways we can help you better, we'd love to hear them.

Visit us online at [synergy.net.au/contact](https://www.synergy.net.au/contact)

Give us a call:

- **13 13 53** for residential customers.  
Monday to Friday between 7am and 7pm AWST,  
excluding public holidays.
- **13 13 54** for business customers.  
Monday to Friday between 8am and 5pm AWST,  
excluding public holidays.
- **+61 8 6212 2222** for calls outside Western Australia.  
Monday to Friday between 7am and 7pm AWST,  
excluding public holidays.
-  **TTY 13 36 77**  
if you have hearing or speech difficulties.
-  **TIS 13 14 50**  
for telephone interpretation services.

Or you can write to us:

- **Customer Services**  
**Synergy**  
**GPO Box K851**  
**Perth WA 6842**