

# Complaints Handling Policy

27 March 2025

Public

TasNetworks acknowledges the palawa (Tasmanian Aboriginal community) as the original owners and custodians of lutruwita (Tasmania). TasNetworks, acknowledges the palawa have maintained their spiritual and cultural connection to the land and water. We pay respect to Elders past and present and all Aboriginal and Torres Strait Islander peoples.



Powering a  
Bright Future

# 1. Our commitment to you

Our TasNetworks team cares deeply about our customers and strives to make their experience easy.

We're committed to listening and understanding your needs, keeping you informed, doing what we say, and communicating clearly and consistently with you. Whilst we strive to provide a great customer experience, there may be times you feel we haven't met our obligations or resolved an enquiry to your satisfaction.

If this happens, we encourage you to tell us. As well as doing our best to resolve your issue, we'll use your feedback to improve our business processes.

## 2. Making your complaint

You can lodge your complaint online, by phone, or by mail. To lodge a complaint, you can:

- Complete our online form at [www.tasnetworks.com.au/complaints](http://www.tasnetworks.com.au/complaints).
- Call our Customer Service Centre on 1300 137 008 between 9am and 5pm, Monday to Friday (except public holidays).
- Write to us at: TasNetworks Customer Enquiries, PO Box 606, Moonah TAS 7009.
- If you have a hearing impairment, contact us through the National Relay Service. 133 677 for TTY or 1300 555 727 for Voice Relay.
- If you require an interpreter, contact TIS National on 131 450.

## 3. Resolving your complaint

Our Customer Team is trained in the effective handling of complaints and will make every effort to try to resolve your concerns. If your concerns are unable to be resolved on the first point of contact, we will escalate your complaint to our Complaints Team.

Our Complaints Team will contact you within 3 business days and aim to have your complaint resolved within 10 business days. If we need more time to investigate, we will let you know.

## 4. Escalating your complaint

If you're unhappy with the resolution of your complaint, you can request to have the complaint reviewed at a higher level within TasNetworks. You can also lodge the complaint with the Energy Ombudsman of Tasmania or the Minister for Energy.

The Energy Ombudsman of Tasmania provides an independent and free dispute resolution service for customers who are unable to resolve their complaint with energy entities. The Energy Ombudsman can be contacted on 1800 001 170. More information can be found at [www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au)

## 5. Privacy

All customer feedback and personal details provided to us is maintained and recorded in our customer record management system. Your privacy is protected in accordance with our Privacy Policy which can be found on our website: [www.tasnetworks.com.au/about-us/Policies](http://www.tasnetworks.com.au/about-us/Policies)

## 6. Compliance

All team members are responsible for complying with this Policy, and any breaches of this Policy will be treated seriously and may result in disciplinary action being undertaken.

### Public Interest Disclosure Statement (“Whistleblower”)

If an individual is concerned about consequences associated with reporting a serious breach of this Policy, that individual should refer to the Whistleblower Policy available on our website: [www.tasnetworks.com.au/about-us/Policies](http://www.tasnetworks.com.au/about-us/Policies)

## 7. Administration of this Policy

Document Details	
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Owner	Executive Digital, Strategy and Customer
Approver	Board

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3.0	Periodic review – no material changes	Nicole Lansky	Board	27/03/2025



[www.tasnetworks.com.au](http://www.tasnetworks.com.au)

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