

TasNetworks Complaints Handling Policy

Our commitment to you

At TasNetworks we care for our customers and strive to make your experience with us easier. We are 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 concern, we'll use your feedback to improve our business processes and improve our customer's experience.

Making your complaint

You can lodge a complaint by phone, mail or online form.

To lodge a complaint you can:

- Complete our online form at www.tasnetworks.com.au/complaints
- Write to us at: TasNetworks Customer Enquiries, PO Box, Moonah TAS 7009
- Call our Customer Service Centre on **1300 127 777** between 9am and 5pm, Monday to Friday (except public holidays)
- If you're deaf or have a hearing impairment, contact us via **133 677** - Text Telephone (TTY) users or **1300 555 727** - Speak and listen users
- If you require an interpreter, contact TIS National on **131 450** and ask to be connected to TasNetworks

Resolving your complaint

Our Customer Team is trained in the effective handling of complaints and will make every effort try to resolve your concerns at the first point of contact. If your concerns are unable to be resolved on the first point of contact we will escalate your complaint to our Complaints Team where we will work to find a reasonable solution for your problem.

Once your complaint has received we will make contact with you within 3 business days and aim to have your complaint resolved within 10 business days. If we need more time to investigate your complaint we will let you know.

Energy Ombudsman

We expect our complaints management process will resolve your complaint. However, if you're unhappy with the resolution of your complaint, you have the right to:

- Request to have your concerns reviewed at a higher level within TasNetworks, or
- 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 on the Energy Ombudsman is located at www.energyombudsman.tas.gov.au.

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. A copy of the TasNetworks Privacy Policy can be found on our website www.tasnetworks.com.au/privacy-policy.