

# Enova Community Energy Ltd

## Complaint Policy

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## Introduction

At Enova Energy we strive to deliver the very best possible customer service. Even so, we know that it's not possible to get everything right all the time, no matter hard we try.

As an Enova customer, or another interested party, you have the right to raise a concern or make a complaint and if you do, we're committed to resolving it promptly, fairly and genuinely. Remember that at all times you also have access to the Energy & Water Ombudsman NSW (EWON) which can provide assistant and independent advice.

EWON can be contacted on 1800 246 545 or [www.ewon.com.au](http://www.ewon.com.au)

This policy sets out our approach to managing any complaints we receive. The policy is underpinned by our complaint management procedure, which comprises the systems and internal procedures supporting the implementation of the policy.

## What is a complaint?

A complaint is an expression of dissatisfaction that is made to Enova in relation to our products and services, and where a response is explicitly or implicitly expected.

Complaints can be made by telephone, or in writing (email, letter).

## Our commitment to quality

Our complaints handling procedure is reviewed regularly, so that we can ensure we have the right processes in place to address and resolve any concerns or complaints quickly and effectively. We routinely collect and analyse information in relation to complaints and use this data to improve the quality of our products and services, systems and policies.

## Charges

There are no charges or fees associated with Enova managing or resolving complaints.

## Our commitment to you when dealing with your complaint

Enova is committed to offering a simple, accessible way for you to raise a complaint with us. In response to any complaint, we will:

- Manage each complaint in an impartial and objective manner, with a view to a fair and reasonable outcome.
- Attempt to resolve the complaint as quickly as possible, aiming to resolve the complaint when it is initially raised with us.
- For complaints that are more complex in nature, we will investigate within a reasonable time frame. If this applies to your complaint, we will agree a deadline date to get back to you.
- Regularly keep you informed of any progress being made to solve your issue, via your preferred method of communication, until the matter is completely resolved.
- Acknowledge your complaint in writing. Our preferred method of communication is via email. If it is not possible for you to receive email from us, then we will make alternative arrangements with you.
- Keep a detailed record of the complaint, including the various steps taken to resolve it.
- If we receive your complaint in writing, we will acknowledge receipt of the complaint within 5 business days.
- Let you know the outcome of the complaint investigation, including the reason for decisions or actions regarding the outcome.
- Ensure we display empathy and respect at all times and our Energy Consultants are appropriately trained on the Enova complaints procedure including documenting our processes.

- Handle all personal information in confidence and in accordance with our Privacy Policy.
- Ensure you are aware of your rights with regard to escalating your complaint within Enova Energy, or in the unlikely event of unsatisfactory resolution, to the Energy & Water Ombudsman of NSW (EWON).
- Provide all information required by EWON with regard to a particular complaint.
- Monitor and review the complaints received from our customers on a regular basis in order to improve the quality of our products and services, systems and policies as well as to prevent situations from happening again and to ensure that we offer our customers an improved customer experience

## What to do if something goes wrong

At Enova, we have a simple three-step complaints process for you to follow if something has gone wrong:

Step 1: Let us know

Call us on (02) 5622 1700. We are available from 8.30am-5.30pm Monday to Friday except for public holidays.

Alternatively, you can put your problem in writing and email it to [customerenquiries@aenovaenergy.com](mailto:customerenquiries@aenovaenergy.com)

You can also write to us at:

Enova Energy Pty Ltd  
PO Box 435  
Byron Bay NSW 2481

The sooner you let us know, the sooner we can resolve your problem. In order to address the issue quickly and effectively, please provide us with some basic information, including:

- your Enova account number (if available)
- your name and preferred contact details
- a description of your complaint

If for any reason, you need to move to step two, then this information is very helpful for us in keeping track of your original complaint as well as any subsequent steps taken to resolve it.

Step 2: Still not resolved? Escalate your complaint

If we have not been able to help you when you first contact us (either by phone, email or mail), or you're not satisfied with the outcome of your complaint, you can escalate your complaint to our dedicated customer complaints team.

Step 3: Independent Ombudsman

We sincerely hope that we can resolve your problem and that you don't have to use Step 3. But it's important for you know how to access independent help if you reached the end of the Enova complaints process and you're still not happy with the resolution to your problem.

The Energy & Water Ombudsman NSW (EWON) can be contacted on:

1800 246 545 or [www.ewon.com.au](http://www.ewon.com.au)