



Standard Complaints Handling and Dispute Resolution Procedure for Electricity Retail Customers

Macquarie Bank Limited
Electricity Retail

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Document History

Date	Author	Description
May 2014	Leen Van den Eynden	Initial version
February 2016	Leen Van den Eynden	Update contact details
August 2019	Lindsay Gamble	Minor updates
July 2020	Lindsay Gamble	ACT Consumer Protection Code updates
June 2021	Lindsay Gamble	Update contact details

1. Procedure

1.1 Purpose

This document sets out Macquarie Bank Limited's (ABN 46 008 583 542) Standard Complaints Handling and Dispute Resolution Procedure for small electricity retail customers, as defined in applicable legislation, and all electricity customers located in the Australian Capital Territory.

1.2 Complaints

Macquarie recognises that, while we strive for operational excellence and providing an exceptional customer experience, from time to time you may be dissatisfied with our performance.

On those occasions where you are dissatisfied, we want you to tell us. We are committed to being responsive to your needs and to resolving any concerns or complaints you may have.

1.3 Our service

We are here to help you. As a valued customer, we value your enquiry and will attempt to resolve any concern or complaint you may have as promptly as possible.

Macquarie is committed to continuously improving our service and ensuring our performance meets your needs. To demonstrate our commitment, we will:

- recognise your right to raise concerns relating to your electricity supply;
- inform you of where and how you can contact us;
- assist you to register your concern or make your complaint, if requested;
- address your complaint quickly, fairly, and in an objective and unbiased manner;
- maintain the privacy and confidentiality of your complaint;
- update you on the progress of any investigation into your complaint or concern;
- advise you of the option to escalate your concern or complaint to more senior staff within Macquarie, or to the relevant Ombudsman;
- review how we handle complaints and take accountability for effective handling of complaints; and
- not charge any fees for the handling of your complaint.

1.4 Complaint handling procedure

If you have a complaint, you can contact our Complaints Officer:

- Call us on 02 8232 5982 during business hours on Monday to Friday
- Send us an email on mblelectricity@macquarie.com (attention of Electricity Retail Complaints Officer)
- Write to us at:

Macquarie Bank Limited
Electricity Retail Complaints Officer
Att Lindsay Gamble
50 Martin Place
Sydney 2000 NSW

We aim to resolve most complaints within 5 business days of receipt. If the matter is more complex we may need some additional time to fully investigate and resolve the matter. If that situation arises, we will inform you within 5 business days and provide you with a new estimated completion date.

If a complaint remains unresolved on the first contact, you can request to escalate the matter further.

1.5 Required information

Firstly, it is important that we can accurately identify you as our valued customer. If you contact us, please have your customer information available. This may include your Macquarie Account Number, Invoice Number, Supply Address and/or National Meter Number (NMI).

Secondly, it is important that we understand your concern or complaint, as well as the resolution that you are seeking.

Finally, we will agree any additional information we may require to help you and, importantly, on how and when to contact you on resolving your concern or complaint.

1.6 Complaints involving third parties

In some cases, your complaint might not relate to Macquarie's services but involve an external party, for example, your complaint may relate to services provided by your distributor.

In these instances, we will either provide you with the relevant contact details for your distributor or obtain your agreement to refer your written complaint to them.

Subject to any regulatory requirements, we may also be obliged to provide your distributor with any relevant information it may require to resolve your complaint.

1.7 Rectifying estimated meter reads

If your bill is based on an estimated meter read that you do not think is accurate, please contact the Complaints Officer to agree an approach to rectify your bill.

1.8 Privacy

We respect your privacy and will handle your personal information in accordance with all relevant rules and regulations, and with our Privacy Policy which is available on our website.

1.9 Escalation

If for whatever reason, you are not satisfied with the way in which your complaint has been managed by the Complaints Officer, you can request that your complaint be escalated in the following ways:

- Write to us at:

Macquarie Bank Limited
Electricity Retail Complaints Escalation
Att Nick Young
50 Martin Place
Sydney 2000 NSW

- Send an email mblelectricity@macquarie.com (attention of Electricity Retail Complaints Escalation)
- Call us on 02 8237 8667 during business hours on Monday to Friday

2. Ombudsman

If for any reason, you are not satisfied with the manner in which your concern or complaint has been managed by us, or with its outcome, you may contact your local Ombudsman.

Queensland

Energy and Water Ombudsman Queensland
Mail: PO Box 3640, South Brisbane, QLD 4101
Phone: 1800 662 837
Fax: (07) 3087 9477
Email: complaints@ewoq.com.au
Web: www.ewoq.com.au

Australian Capital Territory

ACT Civil and Administrative Tribunal
Mail: GPO Box 370, Canberra ACT 2601
Phone: (02) 6207 1740
Fax: (02) 6205 4855
Email: tribunal@act.gov.au
Web: www.acat.act.gov.au

New South Wales

Energy and Water Ombudsman NSW
Mail: Reply Paid 86550, Sydney South, NSW 1234
Phone: 1800 246 545
Fax: 1800 812 291
Web: www.ewon.com.au

South Australia

Energy Industry Ombudsman SA
Mail: GPO Box 2947, Adelaide SA 5001
Phone: 1800 665 565
Fax: 1800 665 165
Web: www.ewosa.com.au

Energy and Water Ombudsman Victoria

Mail: Reply Paid 469, Melbourne VIC 8060
Phone: 1800 500 509
Fax: 1800 500 549
Email: ewovinfo@ewov.com.au
Web: www.ewov.com.au

Tasmania

Energy Ombudsman Tasmania
Mail: GPO Box 960, Hobart TAS 7001
Phone: 1800 001 170
Fax: 03 6173 0231
Email: energy.ombudsman@ombudsman.tas.gov.au
Web: www.energyombudsman.tas.gov.au

Victoria