



ENERGY AND WATER
OMBUDSMAN
Victoria Listen Assist Resolve



Complaints about service policy

ENERGY AND WATER OMBUDSMAN VICTORIA (EWOV)

23 January 2023



COMPLAINTS ABOUT OUR SERVICE

We manage complaints about EWOV in accordance with the Commonwealth Government Benchmarks for Industry-Based Customer Dispute Resolution offices and the AS 10002:2022 Guidelines for Complaint Management in Organisations.

All complaints are accepted openly, treated seriously, and investigated fairly, independently and in a timely way.

All complaints will be acknowledged within three business days and the outcome of EWOV's investigation into the concerns will be communicated within 10 business days, unless it is not possible to do so.

We record all complaints received and EWOV's board of directors will be notified of all service complaints.

Customers can complain about the service they are or have received by an EWOV staff member. This includes complaints regarding:

- the handling of a case by an individual or EWOV including the application of policies or procedures
- unnecessary delays or lack of contact
- inappropriate or unhelpful communication or behaviour by an EWOV staff member
- any other service related issues that have arisen throughout the contact.

For complaints about the closure or outcome of a complaint please see the [Complaints about case closure policy](#).

How to complain

1. Talk to your case handler

With any complaint, the first step is to raise the issue with the staff member that has been dealing with the case where possible, and for the complainant to discuss their dissatisfaction. The staff member will record the dissatisfaction and look to provide a suitable resolution to the complainants' concerns. This can be done via phone or email.

Timeframe to respond: Three business days

2. Ask to escalate to a Lead/Manager

If the complainant is not satisfied with the staff members response, they can ask that their complaint be escalated to a Team Lead (or Team Manager if a Team Lead is not available). The Lead/Manager will record the dissatisfaction and look to provide a suitable resolution to the complainant's concerns. This can be done via phone or email.

Timeframe to respond: Three business days

Timeframe for full response: Ten business days

3. Request and review of your complaint

If a Lead/Manager has replied to the complainant's complaint but they are still dissatisfied they can request review of the service complaint. This will be handled by EWOV's Quality Assurance area. EWOV's Quality Assurance area sits outside of its Operational functions and is equipped to make an independent assessment. The Quality Assurance area will record the dissatisfaction and look to provide a suitable resolution to the complainant's concerns. This can be done via phone or email.

Timeframe to respond: Three business days

Timeframe for full response: Ten business days

Possible Outcomes

Outcomes of the complaint will be recorded and possible outcomes could include:

- an apology for the way we handled the matter
- a more detailed explanation (verbal or in writing) of the process and how we handled the matter
- the fixing of an issue raised
- a change in the way we are handling the matter (if still current)
- the re-opening of your matter (if already closed)
- ongoing monitoring of the issue
- a change to our processes
- staff training or counselling
- notification/report to the EWOV board
- notification/report to another body (for example in the case of a privacy breach)
- an acknowledgement, but no further action (when a service complaint is found to be without merit).

All service-related complaints are categorised and reported to the EWOV board on a regular basis.

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