



ENERGY AND WATER
OMBUDSMAN
Victoria **Listen Assist Resolve**



Compliments and Complaints about EWOV statement

ENERGY AND WATER OMBUDSMAN
(VICTORIA)

8 December 2022

**Note: this is an EWOV Board policy and cannot be changed without Board approval*



Purpose

Energy and Water Ombudsman (Victoria) (EWOV) receives and responds to compliments and complaints about how we undertake our role. Complaints about EWOV will be categorised in the following way –

Complaint Categories

- a. [complaints about service](#)
- b. [complaints about complaint closure](#)
- c. [complaints about privacy](#)
- d. [complaints about EWOV's jurisdiction](#)
- e. [complaints about the operations of EWOV](#)
- f. [complaints about the Ombudsman's capacity to perform their role.](#)

How EWOV handles complaints within each of the categories is outlined in the linked complaint categories above.

EWOV acknowledges an individual or business' right to complain and to have the complaint investigated.

How we handle compliments and complaints?

Compliments

Compliments are recorded for reporting purposes and the compliment is passed onto the relevant employee and their manager. To register a compliment please do so by emailing ewovinfo@ewov.com.au

Complaints

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, 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 depending on the category of complaint received we will inform the Ombudsman and or EWOV Directors and Board Chair.

For more details on how to lodge a complaint please refer to the appropriate category in the opening statement.

Who can make a complaint and how?

Who can make a complaint and how is dependent on the nature of the complaint category being made and is outlined within the complaint categories above. Broadly, EWOV welcomes all complaints openly and will endeavour to work with all parties to provide an open and responsive set of complaint processes.

EWOV will receive complaints via all channels as outlined in our Accessibility Policy.

For more details on how to lodge a complaint please refer to the appropriate category in the opening statement.

Unreasonable Complaint Behaviour

Occasionally, an individual making a complaint may act unreasonably in seeking to have their concerns addressed by EWOV. EWOV reserves the right to determine whether it believes a person's behaviour is unreasonable in accordance with the AS 10002.2022 Guidelines for Complaint Management in Organisations, and in ensuring the health and safety of all staff and their ability to conduct their regular duties as employee of EWOV.

In consultation with the Ombudsman, EWOV may choose to limit, modify or stop engaging with a person to a reasonable extent required to manage the potential impact on EWOV staff. This process will not necessarily prevent a person having separate complaints heard by EWOV in the future should they have reasons to return to EWOV.

Social Media Complaints

Occasionally, an individual will express dissatisfaction with EWOV as a comment or review on one of EWOV's social media interactions. EWOV will address the comment with a response within 3 business days where available.

In responding to the comment EWOV:

- may refer the customer to EWOV Compliments and Complaints Policy statement for further action, either publicly or privately
- will not engage in communication with a customer in a public forum where such communication may breach privacy or EWOV policies
- may choose to hide or delete a comment which it decides is harmful
- may choose to moderate comments to align with business needs.