

EUROKA ENERGY

Standard Complaints and Dispute Resolution Policy

Effective: AUG 2025

Website: www.eurokaenergy.au

Phone: 1800 161 969

1. Purpose

Euroka Energy is committed to delivering exceptional service. This policy aims to:

- Recognise and protect the right of customers to express dissatisfaction.
- Provide an accessible, fair, and timely process for managing complaints and disputes.
- Ensure continuous improvement based on customer feedback.
- Comply with Australian Standard AS/NZS 10002:2014 – *Guidelines for complaint management in organizations*.

2. Our Commitment

We value customer feedback and are committed to:

- Treating all complaints with fairness, empathy, and professionalism.
- Resolving issues quickly, equitably, and transparently.
- Respecting customer privacy and confidentiality at all stages.
- Reviewing complaints data to identify improvement opportunities in our products, services, and processes.

3. What Is a Complaint?

A complaint is any expression of dissatisfaction made to or about Euroka Energy, our services, employees, contractors, or systems, where a resolution or response is expected.

4. How to Lodge a Complaint

Customers can make a complaint via:

- **Phone:** 1800 161 969
- **Email:** support@eurokaenergy.au
- **Online:** www.eurokaenergy.au/message-us
- **Mail:**
Euroka Energy
1/21 Lenco Crescent
Landsborough QLD 4550

Interpreter services are available on request by calling 131 450.

5. Our Complaint Handling Process

Step 1: Lodgement and Acknowledgement

- We will acknowledge all complaints within **5 business days** via your preferred contact method.

Step 2: Investigation

- Complaints are handled by trained staff with a goal to resolve most matters at the first point of contact.
- If further investigation is needed, we will keep you updated on progress and estimated timeframes.

Step 3: Resolution

- We will seek a fair resolution and provide written confirmation of outcomes where required.
- Complaints will only be closed once you are satisfied or when all reasonable steps have been taken to resolve the issue.

Step 4: Escalation

- If you're dissatisfied with the outcome, you may request to have the matter escalated to a more senior team member.
- If still unresolved, you may refer the complaint to the relevant Energy and Water Ombudsman.

6. Contact Details for Energy Ombudsman

State / Territory	Ombudsman Website / Contact
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Queensland	www.ewoq.com.au – 1800 662 837
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New South Wales	www.ewon.com.au – 1800 246 545
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Victoria	www.ewov.com.au – 1800 500 509
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South Australia	www.ewosa.com.au – 1800 665 565
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Western Australia	www.energyandwater.ombudsman.wa.gov.au
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Tasmania	www.energyombudsman.tas.gov.au
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ACT	www.acat.act.gov.au – +61 2 6207 7740
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7. Our Principles

Euroka Energy applies the following principles throughout the complaint process:

- **Accessibility:** Easy-to-understand and use process for all customers.
- **Timeliness:** Prompt acknowledgement and resolution.
- **Transparency:** Clear communication and updates throughout the process.
- **Non-Discrimination:** No prejudice or retaliation for lodging a complaint.
- **Confidentiality:** Personal information protected per the Privacy Act.
- **Continuous Improvement:** Using feedback to improve services and systems.

8. Unreasonable Conduct

If a customer behaves in a threatening, abusive, or unreasonable manner, Euroka Energy reserves the right to manage the complaint with appropriate boundaries, which may include ceasing contact if necessary.

9. Review of the Policy

This policy is reviewed annually to ensure its effectiveness and compliance with legislation and customer needs.

Contact Us Today

Phone: 1800 161 969

Website: www.eurokaenergy.au

Email: support@eurokaenergy.au