

# Promotion of IDR/EDR

## Examples of best practice

Promotion of Internal Dispute Resolution (IDR) and External Dispute Resolution (EDR) is necessary to build confidence and trust in the sector. Raising consumer awareness of Energy and Water Ombudsman (EWO) will result in empowered customers and demonstrates your commitment to consumer protections.

**Best practice examples** - This document shares real examples of member websites that comply with the minimum requirements and illustrate elements of best practice. We hope this information encourages you to review your website from a customer view point and consider how your website may be improved.

### Minimum requirements

At a minimum you must have a complaints policy and make information available for customers about IDR and EWOs.

Click to access the guide  
**Telling customers about  
External Dispute Resolution**



**Best practice** is achieved when information about how customers can access EWOs is included in all verbal and written communications such as bills, payment plans, customer hardship, and debt recovery and on all digital platforms, including website, chats, social media and apps.

All references to EWOs include an explanation of:

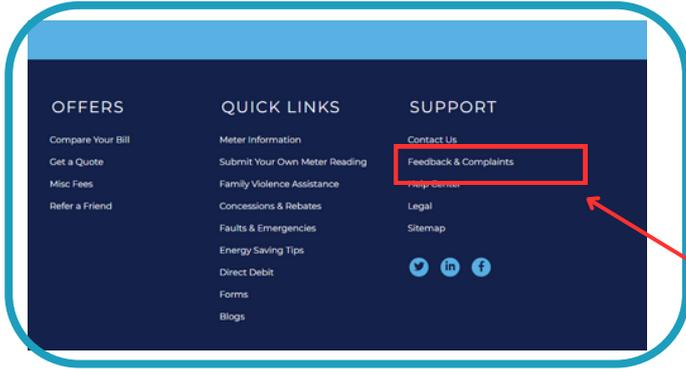
- The EWO's role.
- Contact details and a link to our website.
- How we may be able to assist.
- Confirm that EWOs are free and independent.

Your website and other digital platforms should be easy to understand and navigate for a range of different customers and should include:

- A section for complaints and dispute resolution, placed in an easy-to-find location, ideally within 2-3 clicks from your home page.
- A search function that directs customers to the correct area when typing the words 'complaint', 'dispute' or 'ombudsman'.

Information on how to lodge a complaint both verbal and written should be clear and accessible to all customers.

Homepage>Feedback & complaints



# Examples of websites with a dedicated complaints section that is easy to find

Complaint information only **1 click** away from the home page that leads to full page dedicated to complaints



Homepage>Contact us>Feedback & complaints



Complaint information only **2 clicks** away from the home page

Full page dedicated to complaints



Complaint information **3 clicks** away from the home page

Full page dedicated to complaints

Homepage>Your energy>Our services>How to make a complaint

Your feedback is valuable to us and helps improve our systems, processes and interactions within the community. We are committed to effectively engaging with you. If you would like to lodge a complaint, provide feedback or seek information, please contact us by following the steps below.

### 1. Contact our team

Our friendly team will manage your concern or complaint with fairness, clarity and respect in line with our [Standard Complaints and Dispute Resolution Policy](#).

Contact us Mon-Fri 8:30am-5pm AEST by mail, phone or complete the online Feedback & Complaints contact form at the bottom of this page.

Community Engagement Manager

Tel 1800 222 827

Email [community@energy.com.au](mailto:community@energy.com.au)

### 2. Speak with a team leader

Need a little more help? If our team hasn't been able to assist, you can ask to speak to a supervisor and/or escalated contact. They'll work with you to resolve your complaint within 10 business days of you raising your matter.

### 3. External Dispute Resolution: Contact your local ombudsman

We have an easy accessible complaints process in place should something go wrong. We will also inform that you always have the option to contact the energy ombudsman in your state at any time for independent advice and assistance. The Energy & Water Ombudsman NSW (EWON) is an independent, impartial body that investigates and resolves complaints about electricity, gas, and water providers.

#### EWON's contact details:

Energy & Water Ombudsman NSW (EWON)

Freecall: 1800 246 545

Freefax: 1800 812 291

Online: [www.ewon.com.au](http://www.ewon.com.au)

Mail: Reply Paid 86550, Sydney South NSW 1234



## Feedback and complaints

Your feedback is valuable to us and helps improve our systems, processes and interactions within the community. We are committed to effectively engaging with you. If you would like to lodge a complaint, provide feedback or seek information, please contact us via the form below.

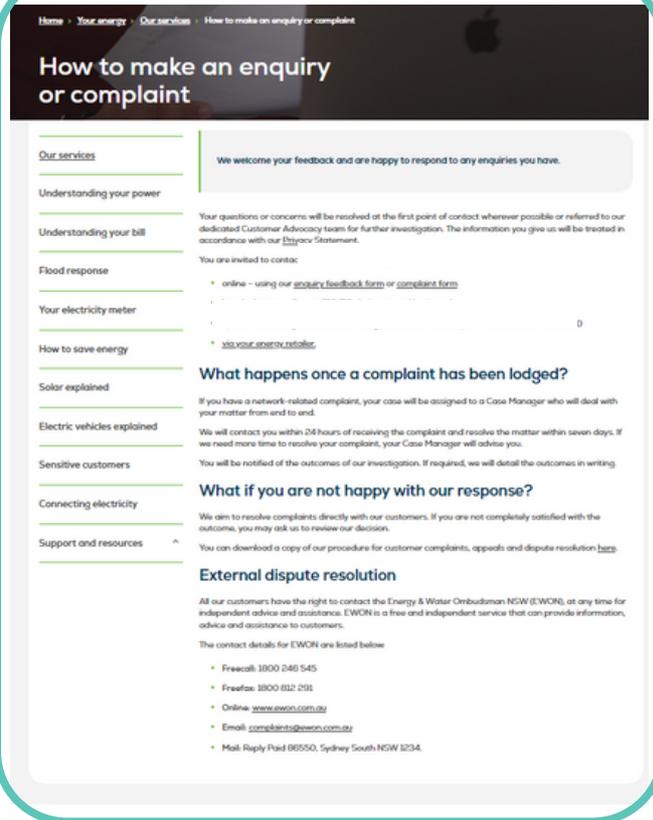
What is your inquiry regarding?\*

Select

### Community information and complaints lines

Business hours

Community feedback and assistance services



# Examples of website search functions that direct customers to information about complaints



Enter your search

All Pages News Documents

We found 76 results that match your search.

- Complaint-and-Enquiry-Policy.pdf**  
COMPLAINT & ENQUIRY POLICY Scope This policy applies to all complaints and enquiries made... provides and explains how they are managed when they...  
Document
- Feedback and complaints**  
(8am to 5pm, Monday to Friday) and speak with a member of our customer service team who will work with you to understand your concerns, or simpl...  
Contact us
- Complaints-Handling-Standard.pdf**  
STANDARD CUSTOMER COMPLAINTS HANDLING (REFERRED TO AS THE INTERNAL COMPLAINT HANDLING PROCEDURE IN PART 6 SECTION 30 OF THE OPERATING LICENSE) Hard copies of thi...  
Document
- Complaints-Handling-Brochure-July-2022.pdf**  
Complaints handling We aim to provide great services to our customers every day but we know that sometimes things go wrong. When this happens, we want to learn and understand how we...  
Document
- How to get help if you are not happy with us**  
made. If you need help to pay your bill you can • call us • email us. Page 3 Ways to make a complaint To make a complaint you can • send us an email • fill in a form on our website • call...  
Document

Search

Refine by

Power and connections  
 All  
 Your Energy [1]

Outages and alerts

Active filters

30/08/2021

**How to make an enquiry or complaint**

We welcome your feedback and are happy to respond to any enquiries yo have.

Connect electricity Community

## SEARCH RESULTS: OMBUDSMAN

**Feedback & Complaints**

Feedback & Complaints Letting us know about your experience with us helps to improve the way we do business in...

[READ MORE](#)

**FAQs**

Frequently Asked Questions Frequently Asked Questions Life Support What's life sup... gy, we know that if you or...

[READ MORE](#)

**Contact**

CONTACT US We'd love to hear from you! Fill in the form below and a member of the team will...

[READ MORE](#)



## Examples of good website references to EWOs

### COMPLAINTS

If the service you've received from us hasn't met your expectations, we want to hear from you.

#### 1. Start by getting in touch with our Customer Care team

Our friendly team will manage your concern or complaint with fairness, clarity and respect in line with our Standard Complaints and Dispute Resolution Policy.

Contact us via online chat, call XX (Mon-Fri 8am-7pm AEST) or complete the online contact form.

#### 2. Speak to a team leader

Need a little more help? If our Customer Care team hasn't been able to assist, you can ask to speak to a team leader. They'll work with you to resolve your complaint within 15 business days of you raising it.

#### 3. Contact your local ombudsman

All our customers have the right to contact the Energy & Water Ombudsman at any time for independent advice and information or for a review of the outcome of your complaint to us. The Energy and Water Ombudsman is an independent, impartial body that investigates and resolves complaints about electricity, gas, and water providers. This service is free. Contact details for each ombudsman scheme are below.

### FEEDBACK & COMPLAINTS

Letting us know about your experience with us helps to improve the way we do our business in our systems, policies and procedures. If you have feedback or an issue you'd like us to resolve, contact us by sending an email to X or call us on X to discuss how we can work together.

#### What can you do if you are not satisfied with the outcome?

If you are not satisfied with the outcome of your complaints, you have other options including the Energy & Water Ombudsman.

All our customers have the right to contact the Energy & Water Ombudsman at any time. They are a free, independent, impartial body that investigates and resolves complaints about electricity, gas and water providers.

#### Energy & Water Ombudsman NSW (EWON)

Freecall: 1800 246 545

Website: [www.ewon.com.au](http://www.ewon.com.au)

Post: reply Paid 86550, Sydney South NSW 1234

### EXTERNAL DISPUTE RESOLUTION

All our customers have the right to contact the Energy and Water Ombudsman NSW (EWON) at any time for independent advice and assistance. However, we do hope you contact us directly to allow us the opportunity to rectify any issues.

#### Energy & Water Ombudsman NSW (EWON)

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Post: reply Paid 86550, Sydney South NSW 1234