

Energy Makeovers

Dispute Resolution Policy

Version 2nd October 2024



Complaint Resolution

If you have a complaint about any aspect of our products or services, please call us or write to us so that we can resolve your concerns. A complaint is an expression of dissatisfaction made to us whereby a resolution or response is expected (either explicitly or implicitly). Our aim is to resolve your complaint as quickly as we can. On some occasions we will be able to do this at the time you call. However, more complex problems may need to be looked into further before we can get back to you. If we need more information from you, we will contact you. You can always call us for an update on how we're going with the resolution of your complaint.

Complaint Resolution Procedure

We offer a simple approach to addressing complaints about our products and services. Our customer service representatives will work with you to resolve any issues quickly, fairly, and collaboratively. Your privacy is

important to us, and all complaints are treated confidentially. Many complaints are resolved within a few days. More complex matters may take a little longer, but we will keep you updated. We expect our employees to treat you with respect throughout the process. We kindly request the same in return to reach a fair and reasonable outcome for both parties.

Step 1. Customer Care

If you experience a problem or wish to provide feedback, our Customer Care Team is your first point of reference. This team will investigate your concern and work with you to resolve it. This team can be contacted

on 1300 788 776 or online at energymakeovers.com.au. Feedback received about our products and services will be shared with relevant areas.

Step 2. Complaints



p: 1300 788 776
w: energymakeovers.com.au
a: 158 Proximity Dr, Sunshine West, 3020

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If you remain dissatisfied with the resolution you have received, your matter can be reviewed by our Customer Service Manager. Our Customer Service Manager can be contacted on 1300 788 776 (8am to 5pm AET, Monday to Friday) or by email at enquiries@energymakeovers.com.au.

Further help

Most matters can be resolved through our internal complaint process. We ask that you first provide us with the opportunity to explore all avenues in resolving your complaint. However, if you are not satisfied with the handling of your complaint, you may wish to seek further assistance from any of the following resources:

Essential Services Commission of Victoria

Phone: 03 9032 1300 or 1300 664 969

Email: reception@esc.vic.gov.au

www.esc.vic.gov.au

Energy and Water Ombudsman Victoria

Phone: 1800 500 509

www.ewov.com.au

Consumer Affairs Victoria website

www.consumer.vic.gov.au



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