

A woman with blonde curly hair, wearing a grey TasNetworks jacket and a red lanyard, is smiling and looking towards an older woman with short grey hair. The older woman is wearing a black and white striped shirt. The background is blurred, suggesting an outdoor setting. The image is overlaid with a semi-transparent grey diagonal shape.

Complaints Handling Policy



Powering a
Bright Future

Version 2 June 2022

Our commitment to you

At TasNetworks, we care for our customers and strive to make their experience with us easier.

We're committed to listening and understanding your needs, keeping you informed, doing what we say, and communicating clearly and consistently with you. Whilst we strive to provide a great customer experience, there may be times you feel we haven't met our obligations or resolved an enquiry to your satisfaction.

If this happens, we encourage you to tell us. As well as doing our best to resolve your issue, we'll use your feedback to improve our business processes.

Making your complaint

You can lodge your complaint online, by phone, or by mail. To lodge a complaint you can:

- complete our online form at www.tasnetworks.com.au/complaints
- call our Customer Service Centre on 1300 127 777 between 9am and 5pm, Monday to Friday (except public holidays)
- write to us at: TasNetworks Customer Enquiries, PO Box, Moonah TAS 7009.
- If you have a hearing impairment, contact us through the National Relay Service. 133 677 for TTY or 1300 555 727 for Voice Relay.
- If you require an interpreter, contact TIS National on 131 450.

Resolving your complaint

Our Customer Team is trained in the effective handling of complaints and will make every effort try to resolve your concerns. If your concerns are unable to be resolved on the first point of contact we will escalate your complaint to our Complaints Team.

Our Complaints Team will make contact with you within 3 business days and aim to have your complaint resolved within 10 business days. If we need more time to investigate we will let you know.

Energy Ombudsman

If you're unhappy with the resolution of your complaint, you can request to have the complaint reviewed at a higher level within TasNetworks. You can also lodge the complaint with the Energy Ombudsman of Tasmania or the Minister for Energy

The Energy Ombudsman of Tasmanian provides an independent and free dispute resolution service for customers who are unable to resolve their complaint with energy entities. The Energy Ombudsman can be contacted on 1800 001 170. More information can be found at www.energyombudsman.tas.gov.au

Privacy

All customer feedback and personal details provided to us is maintained and recorded in our customer record management system. Your privacy is protected in accordance with our privacy policy which can be found on our website www.tasnetworks.com.au/privacy-policy