

# Complaints Handling Process

## Our Commitment to You

At Western Power, we want every experience you have with us to meet your expectations. If it doesn't, please let us know. Your feedback helps us improve and deliver a better experience

We understand that sometimes things don't go as planned, and you may want to make a complaint about our products or services. When that happens, we're here to listen and work with you to find a solution.

Every complaint is handled fairly, objectively, and without bias. This policy explains what you can do if you're not satisfied with our service.

Our approach follows the Code of Conduct for the Supply of Electricity to Small Use Customers (2022) and the Australian/New Zealand Complaints Management Standard (AS/NZS 10002:2022).

We'll always keep your information safe and protect your privacy in line with our [Privacy Policy](#). If you need details about our complaints process, we'll provide them free of charge.

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## What is a complaint?

A complaint is when you tell us you're unhappy with our products, services, staff, or how we've handled a previous complaint, and you'd like a response or resolution.

An enquiry is simply a request for information. For example, asking why something was done or requesting additional details does not indicate a complaint.

*To report a fault or incident affecting the network or your power supply. For hazards or emergencies please call 131351 for immediate 24/7 assistance.*

If you haven't expressed dissatisfaction or asked for a resolution, we don't consider the matter a complaint.

We follow the Australian Standard (AS/NZ ISO 10002:2022) and the Customer Complaints Guidelines published by the Economic Regulation Authority. These standards help us distinguish between queries and complaints. A complaint is defined as:

*"An expression of dissatisfaction made to or about a person, related to their products, services, staff or the handling of a complaint, for which a response or resolution is explicitly or implicitly expected or legally required".*

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## Who can make a complaint and how?

Anyone can make a complaint, and it's easy to do. You can:

- **Complete our online form:** Submit a complaint via our website <https://my.westernpower.com.au/contact-us/>
- **Write to us:** Complaints Team, Locked Bag 2520, Perth WA 6001
- **Call us** on 13 10 87 (Monday to Friday, 8:30am–5pm)

- **Need assistance?**

- Hearing or speech difficulties: Call the National Relay Service on 1800 13 13 51
- Language assistance: Call TIS National on 13 14 50

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## How we handle your complaint

- If you call us, we will log your complaint for it to be resolved through the complaints process.
- If you contact us online or in writing, we'll acknowledge your complaint within three working days of receipt, wherever possible.
- We will contact you by phone or in writing if we need you to supply more information.
- We work hard to resolve complaints within 20 business days. Once your complaint is resolved, we'll send you a written response by mail or email, explaining the outcome and the reasons behind our decision.
- All customer feedback received by the complaints team is recorded in our system, and we generate reports to review and analyse complaints.
- If we've already provided all the relevant information and there's nothing new to add, we may inform you that we won't be continuing further correspondence on the matter.
- We ask that our team members are treated with the same respect and courtesy we show our customers. Any Complaints or correspondence containing threats of violence or harm, personal abuse, inflammatory statements or material intended to intimidate will not be addressed.

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## If you haven't received a response to your complaint?

If believe you haven't received a response to your complaint within 20 business days, you may be eligible for a \$50 payment.

If this happens, you can submit a Service Standard Payment claim

<https://www.westernpower.com.au/issues-enquiries/make-a-claim/complaint-acknowledgement-and-response/>.

You'll need to apply within three months of when you should have received our response.

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## If you're not satisfied with the way your complaint was handled or our response?

- Please contact us on the number provided in your response.
- Request that your complaint be reviewed by another senior employee. To do this please call us on the telephone number provided in our response.
- If you still feel that your complaint has not been resolved to your satisfaction, you may wish to contact the Energy and Water Ombudsman, which is a free and independent service.

- The Ombudsman's office can be contacted on 08 9220 7588 or freecall 1800 754 004\* and is located on the 2nd floor, Albert Facey House, 469 Wellington Street, Perth. For more information, visit <https://energyandwater.ombudsman.wa.gov.au/>

Before contacting the Energy and Water Ombudsman, please reach out to Western Power first. This gives us the chance to resolve your complaint quickly and directly.

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## Complaints that don't relate to Western Power

If your complaint is about something we don't handle (like your electricity retailer), we'll let you know who to contact if we can.

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## Your Privacy

Your privacy is always safeguarded, and if you need information about our complaints process, we'll provide it free of charge.

## To report fraudulent or corrupt behaviour by a Western Power employee or contractor

Please call 1300 304 550

**Note:** This line is dedicated to reporting misconduct and cannot assist with general customer complaints or queries.