

Complaints Handling Process

Our commitment to you

We understand that sometimes you might have a complaint about our products or services. We'll listen to your complaint and do everything we can to resolve it.

Your privacy will be maintained at all times in accordance with our privacy policy, available on our website.

If you require information about our complaints process to assist you with your complaint, we will provide this free of charge.

Our complaints management process is aligned with the Code of Conduct for the Supply of Electricity to Small Use Customers 2018 and the Complaints Management Standard AS/NZS 10002:2014.

What is a complaint?

We define a complaint* as an expression of dissatisfaction with our products, services, employees, or our complaints handling process, where you are specifically seeking a resolution.

If dissatisfaction has not been expressed, or resolution not sought, we do not consider the matter a complaint.

If you would like to talk to us about your situation, call our Customer Service Centre on 13 10 87** between 8.30am and 5pm, Monday to Friday (except public holidays) and our customer service team will be happy to assist.

**The International Standards Organisation (ISO) Australian/New Zealand standard 10002:2014 defines a complaint as "An expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required".*

Who can lodge a complaint, and how do I do that?

Anyone is welcome to make a complaint. A complaint can be lodged by phone, email, mail or online form.

To lodge a complaint, you can:

- Call our Customer Service Centre on 13 10 87 between 8.30am and 5pm, Monday to Friday (except public holidays)
- Complete an online complaints form – <https://my.westernpower.com.au/contact-us/>
- Write to us at: Complaints Team, Locked Bag 2520, Perth WA 6001
- If you have hearing or speech difficulties, call the National Relay Service on 1800 13 13 51
- If you require language assistance, call the telephone interpreter service (TIS National) on 13 14 50 



How we will manage your complaint

Firstly, if you call us, we will do our best to resolve your complaint over the phone.

If we receive your complaint electronically or in writing, or if we have been unable to resolve your complaint over the phone, then we will acknowledge that we received your complaint. If you submitted your complaint using our online form, you will receive an automatic acknowledgement. If you sent your complaint to us by Post, we will write back to you to acknowledge your complaint. In most cases you will receive an acknowledgement very quickly; however, in some cases you may not receive that for 10 business days.

We resolve all complaints as quickly as possible. In most cases, this happens within 15 business days. However, there may be times where it takes us up to 20 business days.

We may contact you by phone or in writing if we need additional information to resolve your complaint.

We will respond to your complaint in writing (by mail or email) advising you of the outcome and the reasons for our decision.

What if I am not satisfied with your response?

If you are not satisfied with our response or decision you can:

- Contact the complaints team directly to request it be reviewed by a senior employee. To do this you can call us on the telephone number supplied in our complaint response letter.
- Raise the complaint with the Energy and Water Ombudsman, which is a free and independent service (Freecall 1800 754 004)**

The Energy and Water Ombudsman was established as an independent and impartial entity to receive, investigate and facilitate the resolution of complaints. However, it is advisable to contact Western Power before you contact the Energy and Water Ombudsman, so we have the opportunity to resolve your complaint first.

***Local call charges apply from a landline phone. Mobile phones may incur a higher charge.*

What if I have not received a response?

If you believe that we did not acknowledge your complaint within 10 business days or respond to your complaint within 20 business days, you may be eligible for a \$50 payment.

If this happens, you will need to complete an application form within three months*

**This means from the date you should have received an acknowledgement or a response.*

What if my complaint relates to a function Western Power does not perform?

In some cases you may have a complaint that relates to another organisation, such as a retailer. When we receive a complaint that does not relate to our products or services, we will advise you who to contact (if known).

Complaints Recording and Reporting

All customer feedback provided to our complaints team is maintained and recorded in our customer information system. Your privacy is protected in accordance with our privacy policy.