



TransGrid

Complaints Handling Policy

TransGrid

November 2019

www.transgrid.com.au

1. Introduction

TransGrid recognises the major role we play within local communities across New South Wales, the Australian Capital Territory, and Victoria, and the impact our activities can have on communities, residents and families.

We value feedback from our external stakeholders and to ensure we can respond appropriately, all complaints and feedback are recorded and assessed as part of our complaints management process.

TransGrid recognises every stakeholder has the right to lodge a complaint if they are not satisfied with our services or actions, and we have made a commitment not to discriminate against anyone as a result of that person making a complaint.

At TransGrid, we are committed to effectively engaging with stakeholders who seek our advice and assistance, and we endeavour to ensure you feel comfortable discussing matters further, seeking more information or raising a complaint with us.

2. Definitions

TransGrid has adopted the definition of a complaint from the *Australian Standard AS ISO 10002-2006 Customer Satisfaction – Guidelines for complaints handling in organisations*:

“A complaint is an expression of dissatisfaction made to an organisation, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.”

3. Purpose

The purpose of TransGrid’s Complaints Handling Policy is to:

- Provide an effective and equitable complaint and dispute resolution process for all complaints related to TransGrid operations and services;
- Ensure complaints are resolved in a fair, quick and consistent manner across the business to maintain a high level of stakeholder satisfaction and customer service;
- Identify, track and resolve complaints and enquiries to improve stakeholder relations and organisational performance;
- Recognise and protect stakeholders’ rights to lodge a complaint regarding TransGrid; and
- Define procedures which enable the identification and resolution of contentious issues on a mutually acceptable basis.

4. Objectives

The objective of this Policy is to embed an effective and efficient complaints management process within TransGrid, which:

- Is aligned with our business values, vision and strategic objectives;
- Applies to all individuals who wish to make a complaint or dispute relating to TransGrid;
- Reflects industry best practice and is compliant with the Australian Standard AS ISO 10002-2006 ‘Customer Satisfaction – Guidelines for complaints handling in organisations’; and
- Is supported by TransGrid corporate policies and procedures, specifically:

- Stakeholder Engagement Charter; and
- Code of Ethics and Conduct.

4.1 Our guiding principles

TransGrid's complaints management process is guided by the following principles:

- **Accessibility:** Identify key stakeholders and work with them throughout a project lifecycle.
- **Transparency:** Open and honest feedback will be sought and incorporated into planning processes.
- **Communication:** Proactively develop two-way communication channels tailored to the needs and interests of stakeholders.
- **Inclusiveness:** Through early and open engagement we will integrate interests of stakeholders into our decision making.

5. Complaints and dispute resolution

5.1 How to make a complaint

By phone

You can call us and speak with a member of our Community Engagement Team on the toll-free hotline 1800 222 537.

Online

You can email your complaint to community@transgrid.com.au or visit our website and lodge a complaint at www.transgrid.com.au/contactus.

In writing

Address your complaint to:

Community Engagement Manager
TransGrid
180 Thomas Street, Sydney
PO Box A1000, Sydney South
NSW 1235 Australia

In person

Visit our head office at 180 Thomas Street, Sydney, or call into one of our regional depots to lodge a complaint in person. For regional depot locations, visit www.transgrid.com.au/contactus.

5.2 Information to include

To help us investigate and resolve your complaint effectively, please provide us with the following information:

- Your full name, address and contact phone number(s);
- A description of your complaint;
- Any additional documentation or information that may support your complaint; and
- How you would like your complaint to be resolved.

5.3 Our commitment to respond

We endeavour to resolve all complaints at the first point of contact. However, there are some instances where this is not possible and further investigation may be required. In these instances, we will aim to acknowledge receipt of your complaint within 48 hours and provide a resolution within ten business days.

Should we be unable to meet these timeframes, we will advise you of our suggested course of action and timeframe, as well as the name of a contact person for any further queries regarding the matter.

As a general rule, TransGrid will respond via the same channel as the complaint is received unless advised otherwise.

5.4 Complaint escalation

If a complaint is unresolved:

- (a) TransGrid will inform the complainant they have a right to raise the complaint to a higher level within our management structure.
- (b) If a complaint cannot be resolved to a customer's satisfaction following further internal investigation, a complainant may contact the Energy & Water Ombudsman of New South Wales (EWON), or the Energy & Water Ombudsman of Victoria (EWOV).

6. Contact us

We value your feedback and are committed to effectively engaging with you. If you would like to lodge a complaint, seek information or advice, please do not hesitate to contact us.

TransGrid
180 Thomas Street, Sydney
T 1800 222 537
E community@transgrid.com.au
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