

Our complaint and dispute resolution policy is designed to provide customers with fair and efficient resolution promptly. This policy ensures WINconnect has a customer focused and transparent approach to managing complaints in a way that meets customer expectations by;

- Providing customers will an open, efficient and responsive complaint process;
- Recognizing and addressing all contractual obligations to customers;
- Creating an open forum for feedback, to provide a basis for continual improvement and review of internal processes and complaint handling procedures.

We are committed to handling customer concerns in a prompt, friendly and helpful manner. We will endeavor to resolve all concerns when the issue is raised without the need for the customer to lodge a formal complaint.

Our Commitment

If our customer service representative is unable to resolve the concern, a customer can choose to escalate a concern into a complaint. WINconnect customer service representatives will handle all complaints in a manner which is equitable, objective and unbiased. We will record the complaint, treat the issue respectfully and handle all personal information in accordance with our [privacy policy](#).

Lodging a Complaint

Customers wishing to lodge a complaint can do so by phone, letter, fax or email. The complaint will be actioned accordingly by our Customer Service Manager.

Phone:	1300 791 790
Fax:	03 9832 0011
Email:	enquiries@winconnect.com.au
Post:	WINconnect Pty Ltd, Customer Service Manager PO Box 217, Hawthorn VIC 3122

We will require the following information to investigate your complaint promptly;

- Contact details and description of the complaint;
- Requested resolution (if applicable);
- Immediate action that has been taken (if any);
- Any other information required to properly respond to the matter.

All complaints will be acknowledged as soon as practical, taking into account the nature and complexity of your complaint. We will endeavor to provide a meaningful response within 28 business days of receipt. Complaint progress will be provided and if needed we will agree on a mutually acceptable extension of time. An extension of time may be given when complaints are of a complex nature and require extensive investigation, therefore cannot be resolved within 28 business days. As part of our response to the complaint, we will discuss a resolution and if accepted this will be carried out and recorded.

Further Options

If you remain unsatisfied with the resolution offered you can access other options including senior management or the Ombudsman for independent advice.

New South Wales

Energy and Water Ombudsman NSW

Mail: Reply Paid 86550, Sydney South NSW 1234

Phone: 1800 246 545

Fax: 1800 812 291

Email: complaints@ewon.com.au

Website: www.ewon.com.au

Victoria

Energy and Water Ombudsman Victoria

Mail: Reply Paid 469, Melbourne VIC 8060

Phone: 1800 500 509

Fax: 1800 500 549

Email: ewovinfo@ewov.com.au

Website: www.ewov.com.au

Queensland

Energy and Water Ombudsman Queensland

Mail: PO Box 3640, South Brisbane QLD 4101

Phone: 1800 662 837

Fax: (07) 3227 7068

Email: Website: complaints@ewoq.com.au

www.ewoq.com.au

South Australia

Energy Industry Ombudsman SA

Mail: GPO Box 2947, Adelaide SA 5001

Phone: 1800 665 565

Fax: 1800 665 165

Email: contact@ewosa.com.au

Website: www.eiosa.com.au

ACT

ACT Civil and Administrative Tribunal

Mail: GPO Box 370, Canberra ACT 2601

Phone: (02) 6207 1740

Fax: (02) 6205 4855

Email: tribunal@act.gov.au

Website: www.acat.act.gov.au

Interpreter Service

Interpreter Service for languages other than English are available by calling 13 14 50.

A hardcopy of this document will be provided upon request.