



# Centrepay Complaints Policy

If you have a complaint regarding WINConnect's use of Centrepay, we want you to let us know. Any complaints relating to WINConnect's use of Centrepay or the management of your Deduction Authority will be handled in accordance with this policy.

This policy is supported by WINconnect's Complaint & Dispute Resolution Policy and Privacy Policy, located at [winconnect.com.au/important-documents/policies](http://winconnect.com.au/important-documents/policies)

WINConnect can be contacted for all enquiries, including Centrepay, by phone on **1300 791 970**. Consultants receiving these enquiries are trained in the effective handling of complaints and resolution of disputes.

Alternatively, you may wish to address your complaint to us in writing. This correspondence should be emailed to: [enquiries@winconnect.com.au](mailto:enquiries@winconnect.com.au)

When you raise a Centrepay complaint with WINconnect, we will ask you if you would like a copy of this policy. If requested, we'll provide you a copy of this policy within 5 business days.

WINConnect will aim to resolve your Centrepay complaint within 20 business days where possible. If we need longer to resolve your complaint, we'll let you know.

## To assist us in resolving your complaint, please provide the following information:

- Name of the person and the Customer Reference Number (CRN) the payments relate to.
- The WINConnect account number that the payment was paid to (you'll find this on your bill).

## Helpful extra information (if you have it handy) if you're concerned about particular Centrepay deductions:

- The dates that you made the Centrepay payments and the amount you paid in each payment.
- The reference number used to make the payments.
- How your Centrepay arrangement was set up (through WINConnect or Services Australia).
- The date you asked for your Centrepay arrangement to be set up, changed or cancelled (if relevant for your complaint).

## What you can expect when you make a complaint

**Acknowledging and responding to your complaint** – we'll confirm that we've received your complaint and provide an initial response in the way that works best for your situation. This may be by phone or in writing.

**If we can't resolve it straight away** – we'll explain the steps we'll take to resolve your complaint and give you an expected timeframe for updates or resolution.

We aim to resolve complaints within 20 business days wherever possible and will keep you updated until the matter is resolved.

**Providing a resolution** – we'll let you know the outcome of your complaint in the way that works best for your situation. This may be by phone or in writing.

**Keeping records** – we'll maintain a record of your complaint, including what happened, when, and the resolution.

WINConnect seeks to resolve any complaints directly, but if we're unable to resolve your complaint to your satisfaction, you can contact your state's energy Ombudsman. Contact details for each Ombudsman can be found in WINConnect's Complaint & Dispute Resolution Policy.

WINConnect will notify Services Australia within 5 business days of us becoming aware you are not satisfied with the outcome of your complaint.