



Standard complaints management & dispute resolution procedure

Shell Energy recognises that while we strive for operational excellence and providing an exceptional customer experience, from time to time, you may be dissatisfied with our performance. On those occasions where you are dissatisfied, we want you to tell us. We are committed to being responsive to your needs and to resolving any concerns or complaints you may have. While we don't receive many complaints, we hope that your complaint may in fact make us an even better energy partner to your business. We're not perfect, but we do strive to be so in all that we do.

What can you expect?

We are here to help you, and we welcome and value your feedback on our performance whether it is a suggestion, compliment, or complaint. As a valued customer, we will attempt to resolve any concern or complaint you may have as promptly as possible.

Shell Energy is committed to continuously improving our service and ensuring our performance meets your needs.

Our Standard Complaint Management and Dispute Resolution Procedure conforms to the Australian Standard 10002:2022 Guidelines for complaint management in organizations (ISO 10002:2018, NEQ). Shell Energy staff and contractors have complaint management procedures in place and are committed to ensuring that complaints are resolved in accordance with this Standard.

Our complaint management procedure ensures that if you ever need to register a concern or make a complaint:

1. That you will know exactly where and how you can contact us;
2. That we provide you with assistance to register your concern or make your complaint, if requested;
3. That your complaint will be addressed quickly, fairly, and in an objective and unbiased way;
4. That your complaint will remain private and confidential;
5. That we will always keep you informed regarding our progress when investigating your concern or complaint;
6. That you will always have the option to escalate your concern or complaint to more senior staff within Shell Energy, or to the relevant Ombudsman;
7. That we will not charge any fees for investigating and resolving your concern or complaint; and
8. That we will take all reasonable steps to ensure that those making complaints are not adversely affected because a complaint has been made by them or on their behalf.

We will also seek your feedback on our complaints management procedure to ensure that we continue to meet your business needs.

How to raise your complaint

We make it easy for you to contact us:

- Call us: **13 23 76**
- Send an email: **service@shellenergy.com.au**

- Visit us on the web: **shellenergy.com.au**
- Write to us: Shell Energy, Customer Advocacy, Level 12, 360 Collins Street, Melbourne, Victoria 3000

Shell Energy operates Monday to Friday during normal business hours.

We will respond to your written complaint or email within 3 business days of receiving the complaint, your complaint will be logged in Shell Energy's customer management system, and you will be assigned a complaint case manager to oversee the process and a complaint reference

What we need to help you

We want our customers to be highly satisfied, so we will help you through what we need to resolve your concern or complaint.

We have implemented systems to guide our staff to identify a complaint and to ensure that all the relevant information we need to resolve your complaint is recorded when you contact us.

Firstly, it is important that we can accurately identify you as our valued customer. If you contact us, your Shell Energy Account Number, Invoice Number, Supply Address or National Metering Number (NMI) are all helpful pieces of information.

Secondly, it's important that we understand your concern or complaint, as well as the resolution that you are seeking.

Thirdly, we will agree with you what else we might need to help you and, importantly, to agree how and when to contact you on resolving your concern or complaint.

Finally, we encourage and foster respect between our staff and you to act reasonably in our dealings and discussions. Where conduct may be considered of an aggressive, disrespectful, or threatening nature this may limit our progress to resolve your complaint, and we may advise you of this.

How long will it take to resolve a complaint?

We expect to resolve most complaints when you initially contact us. If the matter is complex, we may need up to 14 calendar days to fully investigate the matter.

In some cases, it may take longer to resolve your complaint. If that situation arises, the person responsible for managing your complaint will let you know and keep you informed during the process, either in writing or by telephone. It will not be a

surprise. Once we believe we have a resolution to your complaint, we will communicate this resolution to you. You can then let us know if this does not address your concerns. If we don't hear from you within 10 calendar days, we will consider the complaint closed.

Complaints involving multiple parties

Where a complaint involves multiple organisations, we will work with other organisations where possible, to ensure that communication with you is clear and coordinated.

In some cases, your complaint might not relate to Shell Energy's services but rather relate to a Third Party. This could be your distribution network, a metering company or a third party working on behalf of Shell Energy. In these circumstances, we will either provide you with the relevant contact details for the Third Party, obtain your agreement to refer your complaint to them, or lodge a complaint with them directly on your behalf.

Customer read estimate review

If Shell Energy has issued an estimated bill, you may be able to request an adjusted bill based on a customer read estimate that you supply to us.

We will notify you in writing if your customer read estimate hasn't been accepted and the reasons for this. If this customer read estimate is not accepted by Shell Energy, you can contact us if you think you might be able to rectify the reasons for this decision.

If you remain dissatisfied, you can request a bill review in line with Rule 29 of the National Energy Retail Rules or the Energy Retail Code or lodge a dispute with your local Energy & Water Ombudsman.

Bill review

If you believe that your bill is incorrect, we will review it for you in accordance with our obligations under the relevant laws. In doing so, we will confirm that the metering data used to calculate your bill is correct and ensure that the rates applied to your bill are correct.

If you request a bill review, we will only request payment for the undisputed amount of your account and place the disputed amount on hold until we reach a resolution. As part of a bill review, you are able to request for your meter to be tested for faults and Shell Energy will notify you of this result. If your meter is not faulty, the cost of the meter test will be added to your next bill and the meter data used to calculate your bill will be deemed as correct. If your meter is faulty, you will not be charged for the meter test, and we will continue the investigation of your complaint.

Your privacy

You can be confident that your concern or complaint will remain private and confidential. If we need to share your information with an external party, for example, your Distributor, we will seek your express consent to do so.

A copy of our Privacy Policy is available on request and is published on our website, shellenergy.com.au/privacy-policy.

Accountability and learnings and prevention

Shell Energy's Executives are committed to continuous improvement and ensuring that all staff and contractors have appropriate processes in place to comply with our complaint's management procedure. We continually monitor to ensure that responses are provided in an effective and efficient manner, and we review metrics and undertake root cause analysis on complaints to proactively prevent future issues.

As part of our commitment, our Procedure will be reviewed annually to ensure that it remains relevant and up to date.

Accessibility

We are committed to making sure the content of this policy is available to everyone. You can find more about what we are doing here shellenergy.com.au/accessibility. If you need language assistance you can contact the interpreter service before speaking to us.

If you require support in making a complaint, please contact our team on **13 23 76**. Our customer service team would be happy to support you.

Interpreter Service - **13 14 50**

خدمة الترجمة الخطية والشفهية

dịch vụ thông dịch

口译服务

傳譯服務

If you remain dissatisfied?

If for whatever reason, you are not satisfied with the way in which your complaint has been managed, you can request that your complaint be escalated.

You can also raise your concerns with Shell Energy's Complaints Officer.

Write to us: **Shell Energy, Complaints Officer, Level 12, 360 Collins Street Melbourne Victoria 3000**

Send an email: complaintsofficer@shellenergy.com.au

If for whatever reason, you are still not satisfied, you may raise your concern with the Ombudsman.

Contacting the ombudsman

You may contact your local Ombudsman if, for any reason, you are not satisfied with the manner in which your concern or complaint has been managed by us, or with its outcome.

Your local Ombudsman provides a free, independent complaints resolution service and will usually expect that you have tried to resolve your complaint with us prior to raising the matter with them.

Your local Ombudsman operates Monday to Friday during normal business hours.

Australian Capital Territory

ACT Civil and Administrative Tribunal

Mail: GPO Box 370, Canberra ACT 2601

Phone: **(02) 6207 1740**

Email: tribunal@act.gov.au

Web: acat.act.gov.au

NRS: 133 677

New South Wales

Energy and Water Ombudsman NSW

Mail: Reply Paid 86550, Sydney South NSW 1234

Phone: **1800 246 545**
Email: complaints@ewon.com.au
Web: **ewon.com.au**
NRS: 133 677
Interpreter: 131 450

Queensland

Energy and Water Ombudsman Queensland

Mail: PO Box 3640, South Brisbane QLD 4101
Phone: **1800 662 837**
Email: **complaints@ewoq.com.au** or **info@ewoq.com.au**
Web: **ewoq.com.au**
Interpreter: 131 450

South Australia

Energy and Water Ombudsman South Australia

Mail: GPO Box 2947, Adelaide SA 5001
Phone: **1800 665 565** Fax: **1800 665 165**
Email: **contact@ewosa.com.au**
Web: **ewosa.com.au**
NRS: 133 677
Interpreter: 131 450

Tasmania

Energy Ombudsman Tasmania

Mail: GPO Box 960, Hobart TAS 7001
Phone: **1800 001 170** Fax: **(03) 6173 0231**
Email: **energy.ombudsman@ombudsman.tas.gov.au**
Web: **energyombudsman.tas.gov.au**
NRS: 133 677

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**
Web: **ewov.com.au**
NRS: 133 677
Interpreter: 131 450

Western Australia

Energy and Water Ombudsman Western Australia

Mail: PO Box Z5386, St Georges Terrace, Perth WA 6831
Phone: **1800 754 004** Fax: **1800 611 279**
Email: **energyandwater@ombudsman.wa.gov.au**
Web: **www.ombudsman.wa.gov.au**
NRS: 133 677