

1. Policy Statement

Endeavour Energy is committed to managing customer complaints in a transparent, fair, and timely manner. We view complaints as valuable feedback that help us improve service and customer experience.

2. Purpose

To provide a clear framework for handling customer complaints, ensuring consistency, accessibility, and continuous improvement across all customer-facing functions.

3. Scope

A complaint is defined as an expression of dissatisfaction made to us or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

This policy applies to all complaints received by Endeavour Energy, whether submitted by customers, contractors, employees or other stakeholders

4. Requirements

Endeavour Energy complies with the Australian Standards (AS/NZ 10002:2014), Energy & Water Ombudsman of NSW membership requirements and Energy Charter principles.

4.1 Guiding Principles

The central management of customer complaints enables consistency in approach and the ability to effectively understand customer feedback and key trends. Endeavour Energy applies the following Guiding Principles for the management of customer complaints.

Accessibility & Visibility

Complaint channels are clearly publicised and accessible to all customers, including those requiring assistance.

Online complaint forms and downloadable policy is available.

Customers are informed of their right to escalate complaints to EWON or other regulatory bodies.

Fairness & Objectivity

Complaints are assessed on merit, with impartiality and integrity.

Conflicts of interest are actively managed.

Customers are kept informed throughout the process, including expected timeframes and outcomes.

Responsiveness & Resolution

Where possible, complaints are resolved at first contact.

Urgent issues, especially those involving safety or security, are escalated immediately.

A single point of contact is assigned for each complaint to ensure continuity.

Privacy & Confidentiality

Personal information is handled in accordance with privacy laws and confidentiality obligations.

Continuous Improvement

Complaints are logged in a central system for reporting and analysis.

Trends and root causes are identified to inform service improvements.

Feedback is sought from complainants' post-resolution to evaluate satisfaction and identify further opportunities.

4.2 Roles and Responsibilities

All employees are trained in complaint identification and resolution.

Specific roles are designated for managing complaints, supported by a continuous improvement function.

Senior leaders and the Board receive regular reports on complaint trends and performance.

5. Terms and definitions

Terms defined in the Global Definitions Dictionary

Term	Definition
Executive Leadership Team	The Executive Leadership Team comprises of the Chief Executive Officer and Executives who directly report to the Chief Executive Officer.
Document control	Employees who work with printed copies of documents must check the Business Management System regularly to monitor version control. Documents are considered "UNCONTROLLED IF PRINTED", as indicated in the footer.
Business	Endeavour Energy. Also referred to as "company"
Employee	Includes employees, temporary labour, contractors and consultants.

Terms that relate to this document only

Term	Definition
Complaint	An expression of dissatisfaction made to us or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.
Energy & Water Ombudsman NSW	The government approved, independent dispute resolution scheme for electricity and gas customers (and some water customers) in NSW.

6. Document information

Content Coordinator	Head of Customer Experience
Process Category	Customer & Stakeholder Management
Amendment No	0
Approved By	Chief Customer & Strategy Officer
Approved Date	11 November 2025
Review Date	11 November 2028
Relevant Legislation	National Energy Retail Law (NSW) 2012 No.37a
Relevant Standards / Codes	AS ISO 10002:2022 Guidelines for Complaint Management in Organisations Energy Charter Signatory Requirements Energy & Water Ombudsman NSW (EWON) Scheme Membership requirements
Related Policies	None
Related Procedures / Workplace Instructions	None
Related Forms	None