
AFH COMPLAINTS &
DISPUTE RESOLUTION
POLICY

Table of Contents

1. Introduction	3
1.1 Objective and Purpose	3
1.2 Key Definitions	3
1.3 What is a complaint?	3
1.4 What this Policy does not apply to?	4
2. The AS/NZS 10002:2014 Guiding Principles	4
2.1 Customer focus	4
2.2 Ensuring no detriment to complainant	4
2.3 Visibility and transparency	4
2.4 Accessibility	5
2.5 No charges	5
2.6 Responsiveness	5
2.7 Objectivity, fairness and equity	6
2.8 Privacy and disclosure	6
2.9 Accountability	7
2.10 Continuous improvement	8
3. Managing your Complaint	8
3.1 How you can make a complaint	8
3.2 The information you can provide	8
3.3 How we will handle your information and protect your privacy	9
3.4 Do you need assistance to make your complaint?	9
3.5 We will acknowledge and deal with your complaint promptly	10
3.6 Your rights during the complaint process	10
3.7 We will respond to you in writing	10
3.8 Further action	10
4. Version Control	11

1. Introduction

1.1 Objective and Purpose

Antonios Family Holding Pty Ltd ABN 98 250 960 664 (“**AFH, us, we, our**”) is dedicated to providing its customers with excellent customer service.

It is important to us that our customers are satisfied with our services. However, we also recognise that invariably in business there will be occasions where despite our efforts a customer may be dissatisfied with our services, or there may be occasions where our services may not meet the standard that a customer might reasonably expect of us.

We have developed a Complaints & Dispute Resolution Policy (“**This Policy**”) having regard to relevant legal requirements and current best practices, including guidance provided in Australian/New Zealand Standard AS/NZS 10002:2014, Guidelines for complaint management in organisations.

This Policy (as amended from time to time) sets out our commitment to effective management and resolution procedure for customer complaints.

1.2 Key Definitions

Complainant means: a person, organisation or their representative (including clients, consumers, service users, customers, etc) making the complaint.

EWON means: The Energy & Water Ombudsman New South Wales.

1.3 What is a complaint?

This Policy is intended to address complaints made to AFH. In accordance with AS/NZS 10002:2014, a complaint under this Policy is: An “expression of dissatisfaction made to or about AFH, related to our products, services, staff or the handling of a complaint, where a

response or resolution is explicitly or implicitly expected or legally required”.

1.4 What this Policy does not apply to?

At times, complaints can be by way of negative feedback, which may not require a resolution or formal follow-up. While this type of feedback is valuable, This Policy does not apply to feedback of this nature. Nor does this Policy apply to recruitment or employment related complaints and grievances. Any such inquiries will be forwarded to the appropriate person in AFH for consideration.

2. The AS/NZS 10002:2014 Guiding Principles

2.1 Customer focus

We actively solicit feedback from our customers on a regular basis and acknowledge a client’s right to complain. We are strongly committed to addressing any issues raised within a reasonable timeframe.

People making complaints are treated with respect. We will endeavour to involve complainants in the complaint process as far as practicable and appropriate in the circumstances.

2.2 Ensuring no detriment to complainant

We take all reasonable measures to ensure that complainants are not adversely affected because of a complaint made by them or on their behalf.

2.3 Visibility and transparency

We ensure that information about how to make a complaint and how we handle complaints are well publicised and easily available to customers, our employees and other interested parties by:

- (a) Making This Policy available on the ‘support’ page found on the AFH website, <https://www.afhenergy.com/support>.

- (b) We refer customers to This Policy and our complaint process in each our Energy Supply Agreements, our marketing materials and on our bills.
- (c) We will also provide our customers with a free copy of This Policy upon request.
- (d) Provide you with our contact details in This Policy so that you may obtain further information or make a complaint.

2.4 Accessibility

Our Complaint Management process is designed to make it easy for a person to make a complaint. We will accept complaints, by phone, email, post and through our website.

We will assist people to make a complaint, if required. If assistance is required in formulating or lodging a complaint, the complainant should contact us.

We also understand that at times a complainant may request that another person or organisation assist or represent them to make and progress their complaint. We will accept complaints from authorised representatives of complainants.

2.5 No charges

There will be no charge to the complainant for making a complaint or obtaining a copy of This Policy.

2.6 Responsiveness

We will promptly within 3 business days confirm with a complainant that we have received their complaint. Complaints will be handled in an efficient and effective manner.

We aim to resolve complaints within 45 days of receiving the complaint or within the time frame required by the relevant standard/association if it is shorter. If we anticipate we will take longer

to respond, we will inform the complainant of the reason for the delay and likely time for resolution.

We will ensure that we respond appropriately to your complaint including by:

- (a) Treating you with courtesy;
- (b) Acknowledging receipt of your complaint either in writing or by phone;
- (c) Recording your complaint and track its progress in our client management system;
- (d) Advising you of the period in which we expect to address your complaint;
- (e) Assigning your complaint to the relevant person to at AFH;
- (f) Updating you with our progress in addressing your complaint;
- (g) Advising you of our proposed resolution or the outcome to your complaint as soon as reasonably possible.

2.7 Objectivity, fairness and equity

Each complaint is managed in manner that is:

- (a) Objective;
- (b) Unbiased;
- (c) Equitable;
- (d) Consistent with our complaints handling procedures for similar matters and consistent with This Policy, and all applicable laws and regulatory instruments.

2.8 Privacy and disclosure

We will use the information a complainant provides to assess the complaint, conduct the investigation and seek a resolution.

Personally, identifiable information concerning the complainant will not be disclosed to third parties unless the complainant expressly consents to its disclosure.

We will comply at all times with the *Privacy Act 1988* (Cth) (“**Privacy Act**”) and the Australian Privacy Principles (“**APP**”), and our privacy policy when collecting, using, storing or disclosing your personal information or sensitive information (these types of information are defined in the Privacy Act).

We will only request, collect, use or disclose your personal information or sensitive information:

- (a) when we reasonably require it to provide our services;
- (b) for the purposes of receiving, addressing and resolving your complaint;
- (c) as required by law; or
- (d) in accordance with our privacy policy.

We will take reasonable steps to protect your personal information and sensitive information from inappropriate disclosure.

A copy of our Privacy Policy is available on our website.

2.9 Accountability

We ensure that we are fully accountable for your complaint, including by:

- (a) providing complaints resolution procedures in accordance with This Policy;
- (b) recording the details of your complaint in our client management system and using this information to measure broader customer satisfaction with our services to help us improve our services;
- (c) where appropriate, issues raised in complaints about employees of AFH will be addressed in employee performance evaluations.

2.10 Continuous improvement

We firmly believe that responding to and learning from complaints is an essential part of our commitment to continuous quality improvement.

Our Complaints Management process will be reviewed periodically, and at least every three years, to aim to enhance its efficient delivery of effective outcomes.

3. Managing your Complaint

3.1 How you can make a complaint

If you have a complaint about any aspect of our services (including our complaints-handling processes) or have a complaint against us, please contact our customer service representative and they will attempt to resolve your complaint. You may contact a customer service representative by using the contact details set out below:

Website: <https://www.afhenergy.com>

Phone: 0416 313 116

Email: afh.enquiries@outlook.com

Post: 1060 Burraborang Road, The Oaks, 2570

If possible, please email or write to us, or use our online form to tell us about your complaint so that the details of the complaint are clear and complete.

3.2 The information you can provide

When making a complaint please provide the following information.

(a) Your name and contact details.

(b) If you are contacting us on a complainant's behalf, the name of the complainant and your role or authority to act on their behalf.

(c) The address of the Customer and Account number.

- (d) Details of the complaint (including when the conduct giving rise to the complaint occurred).
- (e) Details of any AFH employee involved (if applicable).
- (f) Copies of any documentation supporting the complaint.
- (g) A description of the remedy you are seeking to resolve the complaint.

3.3 How we will handle your information and protect your privacy

We will use the information you have provided to assess your complaint, conduct the investigation and seek a resolution.

In order to effectively investigate your complaint, we may need to share the information you give us with:

- (a) Other people within AFH who may assist in investigating your complaint;
- (b) Where you have authorised another person or organisation to assist you with your complaint, that person or organisation;
- (c) Where your complaint involves a third party or services provided by or connected with a another party , such other party.

We may also collect information about you from the parties listed above where it is necessary to investigate your complaint.

We may need to collect further information from you in order to investigate your complaint. If you do not provide this information we will investigate your complaint and respond to you; however, we may not be able to resolve your complaint to your satisfaction.

3.4 Do you need assistance to make your complaint?

If you require assistance in formulating or lodging a complaint, please contact us.

If you authorise someone to make your complaint on your behalf, we may need your written confirmation of their authority before we can discuss your complaint with them.

If you require an interpreter to make a complaint, please contact the Translating and Interpreting Service (“**TIS National**”) on 131 450.

3.5 We will acknowledge and deal with your complaint promptly

We will acknowledge receiving your complaint promptly and, in any event, within 3 business days.

We will endeavour to resolve your complaint within 45 days (or within the time frame required by the relevant standard/association if it is shorter), but this will not be possible on all occasions. Where our review is likely to take longer, we will contact you to inform you why our response is delayed, and indicate when we expect to complete our review and provide our response to your complaint.

3.6 Your rights during the complaint process

We will endeavour to keep you informed about our progress in investigating your complaint by contacting you, at least fortnightly.

We will also assign your complaint to a Complaints Officer and give you the name and contact details of the person who is managing your complaint. You can contact that Complaints Officer to ask about the status of your complaint

3.7 We will respond to you in writing

When we have completed our investigation of your complaint, we will respond to you in writing.

3.8 Further action

If you are dissatisfied with the response from Complaints Officer, or with the manner in which we have handled your complaint, you can refer your concerns to the EWON for external dispute resolution.

EWON provides a free, fair and independent external dispute resolution service for all electricity customers in New South Wales that may feel that the resolution of their complaint has not been managed and responded to fairly and reasonably in accordance with the customers' contract.

The contact details for EWON are:

Website: www.ewon.com.au

Free call: 1800 246 545

Email: omb@ewon.com.au

Post: Reply Paid 86550, Sydney South NSW 1234

Complaints: <https://www.ewon.com.au/page/making-a-complaint/complaint-forms>

4. Version Control

Version	Details of change	Approved by	Date Approved	Next Scheduled Review
Version 1	Create complaints and dispute resolution policy which complies with AS/NZS 10002:2014 Guiding Principles	Danny Romanous	1 Oct 2021	1 Oct 2024