

Complaints

Diamond Energy is committed to providing open and effective communication to all of our customers and prompt resolution of any concern that may arise.

If you have a concern or complaint with any of Diamond Energy's products or services please call or write to us so that we can resolve the matter promptly.

However we do realise that from time to time issues may arise that requires a complaint or dispute to be raised and to address these we have developed a complaints handling procedure, which provides:

- easy access for customers
- timely and easy to understand response
- follow up from staff ensuring the issue is resolved

Purpose

Implementation of the process is to:

- Provide a complainant with access to an open and responsive complaints-handling process,
- Enhance the ability of Diamond Energy to resolve complaints in a consistent, systematic and responsive manner, to the satisfaction of the complainant and the organisation,
- Enhance the ability of Diamond Energy to identify trends and eliminate causes of complaints, and improve the of Diamond Energy's operations,
- Help Diamond Energy create a customer-focused approach to resolving complaints, and encourage personnel to improve their skills in working with customers, and
- Provide a basis for continual review and analysis of the complaints-handling process, the resolution of complaints, and process improvements made.

Complaint Management

If a customer has a complaint about any aspect of Diamond Energy's products or services you should contact us on any of the contact options listed below. One of our trained customer service staff will attempt to resolve your inquiry on the spot and if unable to will organise a call back or escalate your inquiry.

Phone: **1300 838 009**

Email: customerservice@diamond-energy.com

Post: **Level 1, 695 Burke Road
Camberwell VIC 3124**

Fax: **03 9006 9031**

For written inquiries Diamond Energy will attempt to resolve the matter within five business days, if we are unable to resolve the matter by then we will contact you and advise of the estimated resolution date.

Escalation

A complaint will automatically be escalated if it is unable to be resolved by one of our customer service team. The first escalation will be to the Customer Service Manager.

If it is still not able to be resolved at this time it will be further escalated to a senior manager who will contact you within 2 business days in an attempt to resolve the matter.

At any time during an inquiry or complaint to Diamond Energy a customer has the right to request an escalation to the Customer Service Manager or the Retail Operations Manager if they are unsatisfied with any aspect of the way the inquiry or complaint is being handled.

Ombudsman Referral

If we are unable to resolve your enquiry to your satisfaction you have the right to have your complaint referred to the Energy and Water Ombudsman in your State on the contact details below:

Victoria

Energy and Water Ombudsman Victoria (EWOV)
www.evov.com.au

New South Wales

Energy & Water Ombudsman New South Wales (EWON)
www.ewon.com.au

South Australia

Energy and Water Ombudsman South Australia (EWOSA)
www.ewosa.com.au

Queensland

Energy and Water Ombudsman Queensland (EWOQ)
www.ewoq.com.au

The Ombudsman will attempt to negotiate a resolution between yourself and Diamond Energy, should this be unable to be reached the Ombudsman can make a final and binding ruling over the matter.

Privacy

Diamond Energy understands the importance you place on privacy. We respect and protect the privacy of our customers and all who we deal within our business.

The Commonwealth Privacy Act 1988 and the National Privacy Principles govern the way we can deal with your personal information. Our Privacy commitment extends to businesses and business information as well as individuals and their personal information.

For our interpreter service please contact 13 14 50

For a Larger Print Copy of this Charter please contact Diamond Energy on 1300 838 009