

Our Approach to Complaints

Diamond Energy is committed to providing open and effective communication to all 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.

We acknowledge that from time to time, issues may arise that require a complaint or dispute to be raised. In the case of such events, we have developed this Complaint Management and Resolution Policy which provides:

- Easy access for customers
- Timely and easy to understand response process
- Follow up from staff, ensuring the issue is resolved

Aim of our Approach to Complaints

The aim of this Complaint Management and Resolution Policy, procedure and processes are to:

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

Identification and Notification of Complaints

If a customer has a complaint about any aspect of our products or services, it is advised that the customer contact us via any of the contact details listed below.

Phone:	1300 838 009
Email:	customerservice@diamond-energy.com
Post	Level 11/480 Swan Street Richmond VIC 3121
Fax:	03 9006 9031

For phone enquiries made during business hours, an available Customer Service Team member will attempt to resolve your enquiry with you. If unable to help you there and then, we can organise a call back for further investigation or escalate your inquiry.

Once a complaint or dispute has been received, a Diamond Energy representative will acknowledge the complaint within two business days and prioritise it for resolution. If we are unable to resolve the matter within this timeframe, we will contact you and advise the estimated resolution date.

Estimated Meter Reads

If we have not received actual electricity usage reads from

your Metering Provider, your bill for the relevant period will state that it is based on or includes estimated reads. You can contact us to request a special read for a date when meter access can be provided, or to submit a self-read along with a verifying photo.

For more information about estimated reads and self-reads, visit <https://diamondenergy.com.au/estimated-reads>

Our Complaint Escalation Process

A complaint will be escalated if it is unable to be resolved by one of our Customer Service Team members. The first escalation will be to the Customer Service Team Lead / Manager and / or relevant subject matter expert.

If the issue remains unresolved, it will be further escalated to a Complaints Handling Specialist, who will contact you within an additional two business days from escalation in an attempt to resolve the matter.

At any time during an enquiry or complaint to us, customers have the right to request an escalation to the Customer Service Team Lead / Manager if they are unsatisfied with any aspect of the way the enquiry or complaint has been 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:

- VIC: Energy and Water Ombudsman, Victoria (EWOV), <https://www.ewov.com.au>, 1800 500 509
- NSW: Energy and Water Ombudsman, New South Wales (EWON), <https://www.ewon.com.au>, 1800 246 545
- SA: Energy and Water Ombudsman, South Australia (EWOSA), <https://ewosa.com.au>, 1800 665 565
- QLD: Energy and Water Ombudsman, Queensland (EWOQ), <https://www.ewoq.com.au>, 1800 662 837

The ombudsman representative will attempt to negotiate a resolution between you and Diamond Energy. In the case that the issue remains unresolved, the ombudsman has the authority to make a final and binding ruling over the matter.

Privacy of Your Information

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

The commonwealth Privacy Act 1988 and the National Privacy Principles govern the way we can deal with your personal information.

For interpreter services, please contact [131 450](tel:131450) for Italiano, Español, عربي, Tiếng Việt, Ελληνικά.

For a larger print copy of this document, please contact Diamond Energy on 1300 838 009.