

Our Approach to 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.

We do realise 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 a complaints handling procedure 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 Complaint Management and Resolution procedure and processes is 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; and
- provide a basis for continual review and analysis of the complaints-handling process, the resolution of complaints and process improvement 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 on any of the contact details listed below. One of our trained customer service staff will attempt to resolve your inquiry on the spot. If unable to help you there and then, we can organise a call back for further investigation or escalate your inquiry.

Phone:	1300 838 009
Email:	customerservice@diamond-energy.com
Post	101 Greville Street Pahran VIC 3181
Fax:	03 9006 9031

For written inquiries, we will attempt to resolve the matter within five business days. If we are unable to resolve the matter within this timeframe, we will contact you and advise the estimated resolution date.

Our Complaint Escalation Process

A complaint will automatically be escalated if it is unable to be resolved by one of our Customer Service Team members. The first escalation will be to a Complaints Handling Specialist and / or the Customer Service Team Lead / Manager.

If the issue remains unresolved, 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 us, a customer has the right to request an escalation to the Customer Service Team Lead / Manager if they are unsatisfied with any aspect of the way the inquiry 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:

Victoria
Energy and Water Ombudsman, Victoria (EWOV)
www.ewov.com.au
1800 500 509

New South Wales
Energy and Water Ombudsman, New South Wales (EWON)
www.ewon.com.au
1800 246 545

South Australia
Energy and Water Ombudsman, South Australia (EWOSA)
www.ewosa.com.au
1800 665 565

Queensland
Energy and Water Ombudsman, Queensland (EWOQ)
www.ewoq.com.au
1800 662 837

The ombudsman representative will attempt to negotiate a resolution between yourself and Diamond Energy. In the case that the issue still remains unresolved, the ombudsman can 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 our interpreter service, please contact 13 14 50

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

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