



Dodo Energy

- Complaints and Dispute Resolution Procedure

Whilst Dodo hopes that its customers (former, current and potential) will not have cause to be dissatisfied, we absolutely acknowledge the right for our customers to make a complaint and for it to be resolved in an objective, efficient and fair manner.

Making a complaint

Please tell us if you have any concerns or complaints about our service

You can contact Dodo Energy via the following methods:

Support Request: log in to my.dodo.com and click the “Raise a support request” quick link.

Phone: 13 36 36 (and let one of our Customer Service representatives know about your problem or complaint)

Mail: Dodo Power & Gas Complaints Team PO Box 631 Collins St West VIC 8007

Email: customercare@dodo.com.au

During our discussions, if we are in doubt, we will confirm with you if your expression of dissatisfaction is a complaint. We will work with you to help you compile your complaint.

Need to get in touch? Check out our contact hours and options [here](#)

Another Person Acting on your Behalf

You may wish for someone else to deal with us on your behalf. This might be a family member, friend, your carer or your advocate. If so, you need to let our Customer Service Team know who that person is, so that we can add them to your account as an “authorized representative”. Contact the Customer Service Team using the details listed above.

Customers with Hearing or Speech Impairments

If you are deaf or have a hearing or speech impairment and/or you use a text phone (TTY) or a computer with a modem, you can contact us by using the National Relay Service (NRS). You can use the NRS for no additional charge. Contact the NRS using a modem or TTY by dialling 133 677 and quoting the relevant Dodo telephone number (listed above).

Customers with English Language Difficulties

Customers having difficulty with English can communicate with us via the National Translator and Interpreter Service by calling 13 14 50

Complaint Reference

When you make a complaint, you will be allocated a unique reference number. This will be provided:

- immediately if you have made your complaint by telephone and had direct contact with our customer service staff; or
- within two working days of receipt if you have made your complaint by:
 - o Email
 - o The Dodo website
 - o Post; or
 - o Telephone and a message is recorded without direct contact with our customer service staff



Complaint Handling

Where possible, we will endeavor to resolve your complaint at the first instance as this is in everybody's interests. We will discuss the elements of your complaint to enable appropriate classification into different categories and enable us to analyse trends and identify potential systemic issues. We will use our findings to continually strive to improve your customer experience.

When making a complaint that involves the disputation of charges, you will need to specify the amount or the nature of the charges that you are disputing. We will not take any further Credit Management action in relation to a specified disputed amount whilst the complaint remains unresolved and continues to be investigated by either Dodo Energy, the Ombudsman or another recognised external dispute body, nor will we cancel your service just because you are making a complaint.

Credit Management action in this case refers to the process by which we manage credit risk and/or the collection of outstanding debts from current and former customers.

If, during our discussions regarding your complaint, it seems you may be having trouble paying for your account, we will talk to you about the possibility of payment options, including our Financial Hardship Process.

We will delay any disconnection, as well as commencement of any legal proceedings while your complaint is being handled internally and for 7 Working Days after you are advised of the outcome of the complaint.

Internal Escalation

In some cases, either upon your request or upon the discretion of our customer service staff, the complaint may need to be referred to a Team Manager. The Team Manager may then need to call upon the authority or expertise of staff in other departments or relevant third parties. In this instance a "first contact" resolution may not be possible however you will receive a complaint reference, and we will endeavor to resolve your complaint within our resolution timeframes.

If you are not happy with the response times given, or wish to have your complaint assessed and treated as an Urgent Complaint, we will advise you within 5 Working Days (or 2 Working Days if you wish your complaint to be treated as urgent) of;

- Our internal prioritisation and escalation process, and
- Options for contacting the Ombudsman or another recognised external dispute body.

Urgent Complaints

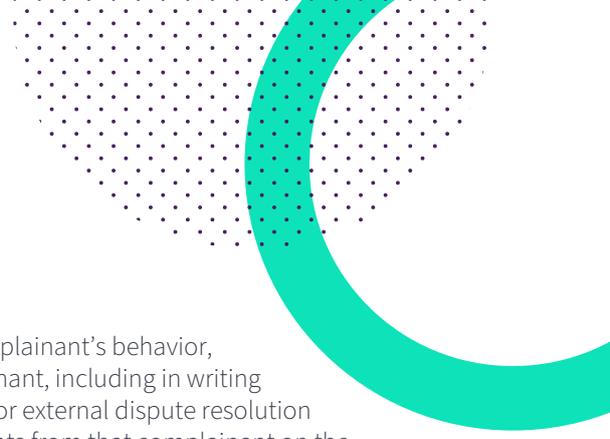
We understand that all customers would consider their complaint in some way "urgent" and desire a speedy resolution in all cases. However, some complaints by definition are more urgent than others as they may involve the customer being in a vulnerable position until the complaint issue is resolved. For these complaints, there needs to be a process of escalation that is respected by us and in turn all of our customers. These involve complaints where:

- The complaint is made by a customer who has applied for or has been accepted as being in Financial Hardship under our Financial Hardship policy and where the subject matter of the complaint can reasonably be presumed to directly contribute to or aggravate the Financial Hardship of that customer;
- Disconnection of a service is imminent or has occurred and where due process has not been followed; or
- For urgent complaints, we will provide confirmation of the proposed resolution of the urgent aspects of the complaint and, if accepted by the customer, implement the urgent aspects of the resolution within 2 Working Days after the date the complaint is received.

Vexatious or Frivolous Complaints

In very rare cases we sometimes may encounter complaints that are frivolous or vexatious or behavior from complainants that is in our reasonable opinion, fraudulent, racist, threatening or abusive.

We will not conclude that a complaint is frivolous or vexatious unless we have given the matter careful consideration, and it has been appropriately escalated within our internal channels.



After this, if we can do nothing more to assist the complainant or, in view of the complainant's behavior, we choose not to deal with the complainant any further, we will inform the complainant, including in writing if requested, of the reasons within 5 Working Days and tell them about the options for external dispute resolution including the Ombudsman. We are not then required to accept any further complaints from that complainant on the same or similar issues other than in the course of an external dispute resolution process.

Escalation

If, after the internal escalation and complaint handling process has concluded, you are still not satisfied with the outcome or resolution of your complaint you are entitled to refer your complaint to the Ombudsman.

Energy and Water Ombudsman (Victoria) Ltd (EWOV)
Freecall: 1800 500 509 Freefax: 1800 500 549
Web: <https://www.ewov.com.au/contact-us>

Energy and Water Ombudsman (NSW) Ltd (EWON)
Freecall: 1800 246 545 Freefax: 1800 812 291
Web: <https://www.ewon.com.au/page/contact-us>

Energy and Water Ombudsman Queensland (EWOQ)
Freecall: 1800 662 837 (calls from mobile phones may attract charges)
Web: <https://www.ewoq.com.au/contact-us>

Energy and Water Ombudsman South Australia (EWOSA)
Freecall: 1800 665 565 (calls from mobile phones may attract charges)
Web: <https://ewosa.com.au/>

All States
Interpreter Services - 131 450
National Relay Service - 133 677

No Contact

If we have been unable to contact you to discuss your complaint or offer a proposed resolution, we will write to you at the address or email we have on file for you to;

- Advise we have been unable to contact you;
- Provide details of our contact attempts; and
- Invite you to contact us within 10 Working Days