



Energy and Water  
Ombudsman (Victoria)

*Resolving your electricity, gas & water complaints. Independently.*

# Resolution Tools

Cynthia Gebert  
Manager Operations

# Resolution Tools

- Used in individual disputes
- When there has been a surge of complaints
- To make companies better at dispute resolution



# Resolution Tools

Independent expertise includes

- technical expertise
- industry expertise
- financial counselling



# Resolution Tools

## Site visits

- brings reality to the matters in dispute
- can bring parties together
- can enable detective work
- can promote resourceful dispute resolution



# Resolution Tools

## Good industry practice

- careful to preserve confidentiality
- can be very persuasive



# Resolution Tools

## Telephone conciliation conferences

- used by FOS especially in financial hardship cases
- all information to be available beforehand
- parties must have authority to resolve



## Face-to-face Conciliation Conferences



# Fair and Reasonable bubbles



# Resolution Tools

## Independent evidence

- can still require judgement and independence



# Resolution Tools

## Triage and Batching

- especially when there's been an upsurge of complaints
- have to do things differently
- if it's to work, companies have to match the resources we've put in

# Resolution Tools

## TIO's connect.resolve initiative

- special initiative
- feeding back the verbatim words of customers
- regular detailed reports
- significant slowdown in the rate of growth of complaints

# Resolution Tools

## The Ombudsman point of difference

- flexibility
- resourcefulness



# Resolution Tools

## Up-skilling companies and agencies

- complaint handling kits
- complaint handling training provided by Ombudsman schemes to members
- reports and data enabling root cause analysis
- newsletters with suggestions
- etc

# Resolution Tools

## Good resolution tools

- keep the dialogue going or start it again
- use resources efficiently
- are independent
- help us to cope with complaint increases
- vary from scheme to scheme

Thank You.

**Cynthia Gebert**  
Manager Operations



[Cynthia.gebert@ewov.com.au](mailto:Cynthia.gebert@ewov.com.au)