



The practice of referring customers back to participating organisations

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Principles that underpin Complaint Resolution within Contact Energy

- Our customers are at the heart of our business
- “Boldest Breakthroughs in fulfilling customer needs” is part of the Company strategy
- Complaints are viewed as a window into the business
- Frontline CSR’s are empowered to deal with customer complaints
- Clear escalation paths
- Dedicated specialist team tasked with handling customer complaints
- Innovation to offer appropriate resolution solutions encouraged
- Complaints data, whether feedback or further action is captured



Principles continued



- Daily snapshot delivered to the business
- We value being a Scheme participant



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Overview of referring customers

- Often the referral back is the first time we become aware of the customer complaint
- Some customers perceive they get a better outcome by going directly to the independent Scheme provider
- Customers that do not have the ability to advocate for themselves will go straight to the EGCC for a variety of reasons
- The RHL process is managed in conjunction with the EGCC and gives us 7 working days to process
- We welcome the opportunity to resolve either directly with the customer or with the EGCC – we tend to let the customer drive who they want to deal with. Our goal is to maintain an effective and positive ongoing relationship with our customer.



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How many chances should industry get to fix consumer complaints?

- Should be determined on an individual case basis
- There must be a timeframe requirement
- As a Scheme participant we would welcome systemic issues within the industry as a whole being addressed through our Scheme provider, in our case the EGCC



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When is enough 'enough'?



- When the customer tells us
- If we have exhausted the referral process timeframes
- When we are no longer adding value by being involved



How involved should an Ombudsman be in the referral process?

- As a Scheme participant, we receive valuable information through customers offering greater disclosure to the Office
- We welcome the Office being involved in the referral process and like the structure that they use with first point of contact being their facilitators
- The Office involvement ensures closure to the customer's satisfaction



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