

EnergyCo

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EnergyCo External Complaints Policy

February 2025

Acknowledgement of Country

Energy Corporation of New South Wales acknowledges that it stands on Aboriginal land. We acknowledge the Traditional Custodians of the land and we show our respect for Elders past and present through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.

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1. Purpose of this policy

Energy Corporation of NSW (EnergyCo) is committed to handling complaints fairly, efficiently, and effectively. We recognise that complaints and effective handling of complaints can improve the way we do business and build stronger relationships with communities and customers.

We treat complaints seriously and endeavour to achieve timely resolution. When complaints are managed efficiently and effectively, this allows us to continually improve the quality of the service we provide and ensures we meet our regulatory obligations as an NSW Government agency.

This policy outlines the key principles that apply when an external party, such as a member of the community, an affected landholder or a customer, makes a complaint about EnergyCo's activities.

2. To whom this policy applies

This policy applies to all EnergyCo employees, contingent workers and contractors who are engaged to perform work for EnergyCo.

3. Definition and scope

External complaint means an expression of dissatisfaction made to or about us, our decisions, our services, our staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected.

External complaints include matters relating to the quality of an action taken, a delay, failure or error in providing a service, and unprofessional behaviour.

The following are not covered by this policy and should be addressed under separate arrangements:

- General feedback
- Costs of services provided by EnergyCo
- Workplace grievances (e.g. workplace issues raised by a staff member)
- Public interest disclosures by public officials
- Regulatory and compliance requirements
- Requests for information or service
- Privacy complaints
- Responses to public consultations
- Matters outside the control of EnergyCo.

4. Policy statement

4.1 Commitment

We are committed to providing high quality services to stakeholders, community members and people who access or are impacted by our programs, projects, operations and our work in general. We are also committed to the NSW Ombudsman's complaint-handling principles of:

- Respectful treatment
- Information and accessibility
- Good communication
- Taking ownership
- Timeliness
- Transparency and
- Continuous improvement.

4.2 Approach

EnergyCo's approach to external complaints management is to:

- acknowledge and resolve complaints promptly, be flexible in our approach and without unnecessary formality;
- receive and resolve complaints through frontline staff wherever possible; and
- cooperate in good faith with external complaint and dispute resolution bodies, such as the NSW Ombudsman and Energy & Water Ombudsman NSW (EWON), to enable effective and timely resolution.

4.3 Accessibility

Complaining to EnergyCo is free of charge.

Information about how to make a complaint must be easily accessible, including any complaint form, information about this policy and relevant procedures.

We will also inform people about their right to contact Energy & Water Ombudsman NSW (EWON) at any time for independent advice and assistance. EWON's contact details will be available on EnergyCo's website.

4.4 No detriment

We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

5. Roles and responsibilities

Table 1: Roles and responsibilities of EnergyCo staff in relation to this policy

Role	Responsibilities
EnergyCo Board	Approve and monitor the effectiveness of this policy.
Chief Executive Officer	Promote and enable a culture that values feedback, addresses complaints and their causes, and uses these experiences to improve service delivery.
Chief Finance and Operations Officer	As the owner of this policy, ensure alignment with EnergyCo's overall objectives and obligations. Accountable for the policy's effectiveness.
Director Governance, Risk & Compliance	<ul style="list-style-type: none"> Oversee and ensure the effective implementation of the policy and relevant procedures in EnergyCo. Default decision maker for serious or complex complaints. This includes assigning matters to appropriate reviewers, referring matters to external/independent bodies, investigators or mediators, or delegating this decision-making function where appropriate.
Complaint management team (report to Director Governance, Risk and Compliance)	<ul style="list-style-type: none"> Advise, train and support EnergyCo teams and staff in managing external complaints in accordance with this policy and relevant procedures, including supporting staff who are involved in or impacted by complaints. Manage serious or complex complaints, including reviews, investigations, mediations or other appropriate processes. Collect, maintain and report data about complaint management. Cooperate with EWON, other independent reviewers and service providers to enable effective and timely complaint management and resolution. Provide feedback to business areas on issues arising from complaints and opportunities for improvements.
Community Engagement & Media Branch and other communications teams and staff	<ul style="list-style-type: none"> Ensure EnergyCo's public-facing communication channels, including website, are accessible and helpful for people to make complaints. Triage and helpfully refer complaints received through community engagement and other general communication channels.
All senior executives and managers	<ul style="list-style-type: none"> Cooperate with the complaint management team to resolve complaints in accordance with this policy and relevant procedures, including making decisions about complaints if assigned or delegated. Support staff who are involved in resolving complaints. Implement improvements and lessons learned from complaints.

Role	Responsibilities
All staff (including employees, contingent workers and contractors)	<ul style="list-style-type: none"> • Understand and comply with this policy and relevant procedures. • Cooperate with the complaint management team to resolve complaints in a timely manner. • Help people make a complaint if needed and treat people with respect and courtesy.

6. Failure to comply with this policy

Ethical and behavioural standards are set out in our Code of Ethics and Conduct. All EnergyCo employees, contingent workers and contractors are expected to demonstrate meeting these standards. If staff fails to meet those standards, action may be taken in accordance with the Code.

7. Review timeframe

The Governance, Risk & Compliance Branch will review this policy no later than 3 years or in response to post-implementation feedback, changes to legislation, or as necessary.

8. Related documents

For more information on complaint handling, refer to the EnergyCo External Complaints Procedure. For information on how to identify and manage unreasonable conduct by a complainant, refer to the DCCEEW Unreasonable Complainant Conduct Procedure¹.

¹ EnergyCo is related to the Department of Climate Change, Energy, the Environment and Water (DCCEEW). The corporate services DCCEEW provides to EnergyCo include specialised advice and management support in relation to unreasonable complainant conduct. As far as practicable, DCCEEW's Unreasonable Complainant Conduct Procedures, including revisions from time to time, are adopted by this Policy and directly apply to EnergyCo.

Policy metadata

Table 2: Policy metadata

Category	Description
Status	Final
Date of approval	26 February 2025
Approver	EnergyCo Board
Policy owner	Chief Finance & Operations Officer
Branch	Governance, Risk & Compliance Branch
Document location	EnergyCo Internet and Intranet
Next review date	January 2028
Associated procedure	EnergyCo External Complaints Procedure DCCEEW Unreasonable Complainants Conduct Procedure
Superseded document	External Service-Related Complaints Policy (Department of Planning and Environment, 2020)
Further information	grc@energyco.nsw.gov.au
Document Reference	

Version control

Table 3: Version control

Version	Date issued	Change
1	26 February 2025	New Policy