

How to make a complaint

Complaints about energy companies

Easy Read version



How to use this document



We are Ombudsman Tasmania Energy.

We wrote this document.

Bold
Not bold

We wrote some words in **bold**.

We explain what these words mean.



There is also a list of these words on page **21**.



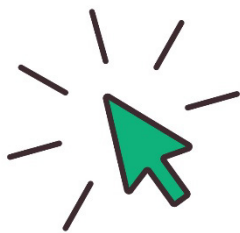
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of a webpage.

It only includes the most important ideas.



You can find the webpage on our website.

[www.energyombudsman.tas.gov.au/
enquiries-and-complaints](http://www.energyombudsman.tas.gov.au/enquiries-and-complaints)

What's in this document?

What you can make a complaint about	5
-------------------------------------	---

Before you make a complaint to us	9
-----------------------------------	---

How to make a complaint	10
-------------------------	----

What we will do	15
-----------------	----

Complaints about us	18
---------------------	----

Word list	21
-----------	----

Contact us	23
------------	----

What you can make a complaint about

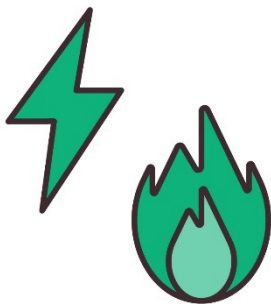


A **complaint** is when you tell someone that something:

- has gone wrong
- isn't working well.



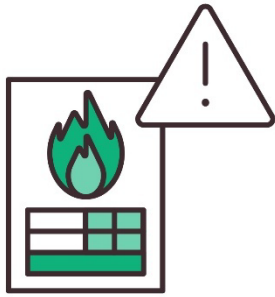
You can make a complaint to us about energy companies in Tasmania.



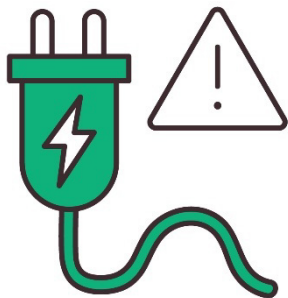
This includes companies that provide:

- electricity
- gas.

For example, you might make a complaint if:



- your energy bill is wrong



- you are having problems with your electricity or gas.

We are **independent**.



This means we:

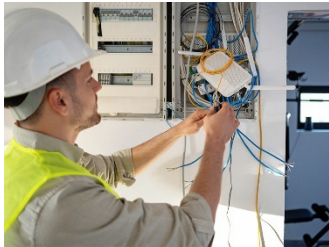
- make our own decisions
- don't take sides.



Our service is free.

Complaints we can't help you with

We can't help you with complaints about:



- people who do gas or electricity work at your home



- how much your gas and electricity costs



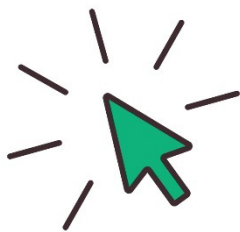
- gas you buy in a bottle.



We also can't help you with complaints about energy companies outside Tasmania.



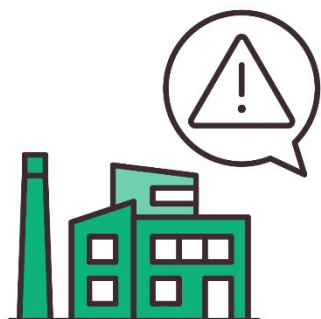
A different organisation might be able to help you with your complaint.



You can find out who you should make a complaint to on our website.

[www.energyombudsman.tas.gov.au/
enquiries-and-complaints/other-
organisations](http://www.energyombudsman.tas.gov.au/enquiries-and-complaints/other-organisations)

Before you make a complaint to us



You should tell the energy company what your complaint is about before you tell us about it.



You might be able to work together with the energy company to make it better.



If you're still not happy, you can make a complaint to us.

How to make a complaint



You can only make a complaint to us if the issue affected you.



You can also choose someone you trust to make a complaint for you.

We call this person your **representative**.

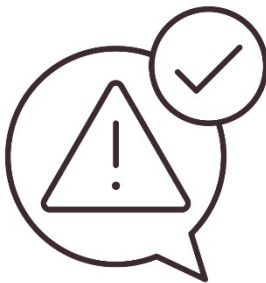


For example:

- a friend
- a family member.



We will check if you agree to have your representative make a complaint for you.



You need to contact us to explain your complaint clearly.



You should tell us what you have already done to try to fix the issue.

You should include:



- your contact details



- the name of the energy company



- the address of the place where you use the electricity or gas



- copies of letters and bills.



You also need to tell us what you want to happen after you make a complaint.

How to send us your complaint



You can fill out our complaint form online.

forms.justice.tas.gov.au/prd?entitytype=Energy&layoutcode=WF_Energy_Case_Maintenance

You can:



- download the complaint form
- print it out.

www.energyombudsman.tas.gov.au/enquiries-and-complaints



You can send us the form in the mail.

GPO Box 960

Hobart 7001

You can give us the form in person.



Level 6

NAB House

86 Collins Street

Hobart, Tasmania

7001



You can also email the form to us.

energy.ombudsman@ombudsman.tas.gov.au



You can call us to tell us your complaint.

1800 001 170

What we will do

We will:



- look at the information you have given us



- talk to you about what happened.

We will also:



- contact the energy company your complaint is about



- ask them for information about what happened.



We might also ask an expert for advice.

This expert won't work for the energy company.



We will check if the energy company has followed:

- the law
- rules and guidelines.



We will:

- work with you and the energy company to try to make things better



- let you know what is happening with your complaint.



Sometimes we can't help with a complaint.

We will tell you why.



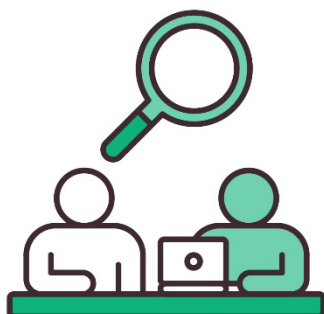
But we might be able to connect you with an organisation who can help you.

Complaints about us



You can make a complaint about:

- a decision we made
- our services.

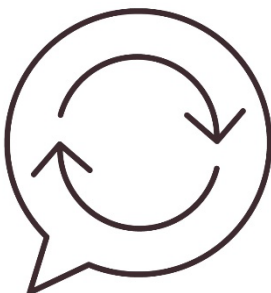


You can ask for an **internal review** of a decision.

An internal review is when we check:



- how we made a decision

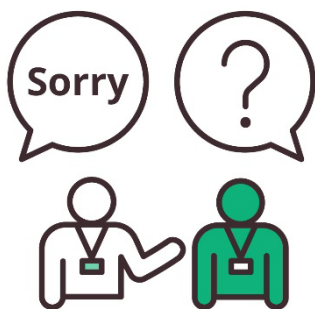


- if we need to change a decision.



You can make a complaint about our services.

It is best to talk to the person your complaint is about first.



They might:

- say sorry
 - tell you why they did something
 - ask their manager to help.
-



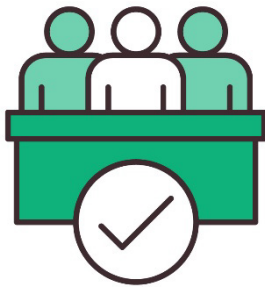
You can also ask for help from the person's manager.



You might do this if you don't want to keep working with the person your complaint is about.



You can also make a complaint about us to people outside our organisation.



The Joint Standing Committee on Integrity is a group who make sure we do the right thing.



You can call them.

(03) 6212 2200



You can send them an email.

integrity@parliament.tas.gov.au

Word list

This list explains what the **bold** words in this document mean.



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



Independent

When an organisation is independent, they:

- make their own decisions
- don't take sides.



Internal review

An internal review is when we check:

- how we made a decision
- if we need to change a decision.



Representative

A representative is someone you choose to make a complaint for you if you can't.

Contact us



Our office is open:

- Monday to Friday
- 9:00 am to 4:30 pm.

You can visit us.



Level 6
NAB House
86 Collins Street
Hobart, Tasmania
7001



You can call us.

1800 001 170



You can send us an email.

energy.ombudsman@ombudsman.tas.gov.au



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit www.informationaccessgroup.com. Quote job number 6323-B.