

## Ausgrid's Complaint Policy Statement

Ausgrid recognises and protects consumers' rights by welcoming complaints and acknowledging that:

- a) Customers have the right to complain and have their complaint addressed;
- b) Complaints and comments are a valuable feedback mechanism; and
- c) Complaints and comments identify areas in need of service and product improvement in an effort to meet customer's reasonable expectations.

We are committed to an efficient, fair and accessible complaint resolution process. Ausgrid's Complaint/Dispute Management Procedure has established a framework to manage any enquiries, complaints and disputes from inception to satisfaction or final resolution, in accordance with Australian Standard ISO 10002-2006 *Customer Satisfaction Complaints Handling* and Australian Standard 4608 – 2004 *Dispute Management Systems Guide to the Prevention, Handling and Resolution of Disputes*.

In addition, complaints are monitored in an endeavour to continually improve the quality of our products and services and pro-actively identify areas for improvement.

Ausgrid has a prescribed escalation process to facilitate dispute resolution if required. If a dispute cannot be resolved, Ausgrid is committed to working with any relevant third parties to reach a resolution.

My management team and I are personally committed to providing the ongoing leadership and training necessary to support the efforts of our employees in responding to our customers and delivering outstanding customer service.

It is the responsibility of Ausgrid management and employees to uphold all Ausgrid policies and reflect the Ausgrid values in their decision making.



**TREVOR ARMSTRONG**  
Chief Operating Officer

18 April 2013