

Multinet Gas Networks Complaint Resolution Procedure

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Background

Multinet Gas Networks (MGN) strives to meet the needs of our customers now, and into the future. As part of the Australian Gas Infrastructure Group, customer service is a core value of our business, the response to customer queries, complaints and feedback provides us with key information to ensure we are meeting customer expectations. Multinet Gas Networks (MGN) has implemented information systems to record, manage and assess customer enquiries, complaints and claims. The complaints resolution processes and systems are based on best industry practice and comply with the Australian Standard / ISO 10002 – 2018 Customer Satisfaction Guidelines for complaints handling in organizations.

We are striving to ensure that all customer interactions, including the resolution of complaints, are as effortless as possible. Multinet Gas Networks staff and agents are trained to be professional and sensitive in managing customer complaints and represent a culture where, regardless of the subject or issue, engagement with customers is open and welcome.

Purpose

The purpose of this policy is to ensure that every customer who is not satisfied with the service provided by MGN has the right to submit a complaint and that they will be treated openly, fairly and objectively. This policy aims to set out the following:

- To establish and define how MGN will resolve complaints and claims and to ensure that the resolution process is effective, fair and transparent
- To publish the MGN complaint and claim resolution procedure and ensure that customers have access to the procedure
- To establish and maintain the highest possible level of customer service; compliant to Australian Standard / ISO 10002 – 2014, in resolving complaints and claims.

Guiding Principles

Multinet Gas Networks staff and contractors are committed to the following complaint management principles:

- The policy applies to all customers within the Multinet Gas Networks areas that wish to submit a complaint or enquiry
- Customers complaints will be managed in a timely manner and with a sense of urgency
- All complaints and enquiries will be treated openly and fairly and will seek to conduct any investigation in an objective manner
- Staff will be professional, courteous and sensitive in all engagement with customers. Private and confidential customer information will be treated with the appropriate respect; and remain compliant to Privacy Laws and MGN related policies.
- The complaints resolution procedures and processes will comply with AS / ISO 10002 – 2014 (this includes the incorporation of continuous process improvement for managing complaints and claims). That the complaint and claims resolution policy is supported by the following MGN policies and procedures
- Guaranteed Service Levels Scheme
- Code of Conduct
- Privacy Policy

Complaint Process

- 1 All complaints are allocated to a customer resolution staff member or appropriate agent.
- 2 Each complaint is logged into MGN's complaint and customer relationship management systems.
- 3 Each complaint is then either resolved at the initial point of contact, or an investigation commenced to obtain further information prior to resolution. Note: This may require further discussions with the customer as well as discussion with staff from other company departments; or investigation and resolution by our Service Providers.
- 4 All complaints and enquiries will be treated seriously and respectfully
- 5 At a minimum, customer queries and complaints will be acknowledged within 2 days.
- 6 MGN will endeavour to resolve or gain customer acceptance of an action plan within 5 days of receiving a customer's complaint.
- 7 MGN will complete the action plan by the date agreed with the customer.
- 8 If a complaint is unresolved, then in the agreed time frame the customer can request the complaint be escalated to a Senior Customer Resolutions staff member to assess.
- 9 If a complaint remains unresolved to the customer's satisfaction, even after the escalation process, the customer may contact the Energy and Water Ombudsman of Victoria (EWOV). EWOV receives, investigates and facilitates the resolution of electricity and gas complaints raised by customers. This is an independent service and is free of charge.

Multinet Gas Networks will always advise the customer that they may escalate unresolved issues to the EWOV; and provide the customer with the EWOV's contact information.

Customers may submit a complaint via:

- a Telephone
- b Letter via standard mail
- c Email
- d Online feedback on MGN website
- e Face to Face with our field staff or service providers (where a situation presents itself)

Multinet Gas Networks continually reviews and analyses complaints to determine trends and recurring issues.

This analysis is used as part of MGN's continuous improvement process to identify and implement opportunities for process improvement, ensuring we continue to improve the level of service we provide our customers, and if possible, prevent situations from reoccurring.

Feedback from customers, as well as complaint feedback, is provided to the relevant departments within MGN including service providers to improve current practices.

Referring matters to Energy and Water Ombudsman of Victoria

The Energy and Water Ombudsman of Victoria (EWOV) acts as an independent and impartial dispute resolution service, available for free to Victorian energy customers.

To refer your concerns to EWOV, please visit their website which outlines their various contact methods and information regarding their complaint handling processes.

<https://www.ewov.com.au/contact-us>