

Complaint Management and Dispute Resolution Policy

Scentre Group is committed to delivering affordable power and exceptional customer service to you, our valued shopping centre retailers, through the Westfield shopping centre embedded energy network.

This Policy reinforces our commitment to you by establishing a framework by which any concerns you may have in regards the delivery of power, or service, are captured, addressed and resolved.

How to make a complaint

If you have a complaint regarding your Scentre Group service, please contact us so that we can address your concerns.

You can call us on **1300 820 547** Monday – Friday during the hours of 8.30 am – 5.30 pm AEDT (excluding public holidays) or email us at service@ScentreGrid.com.au

If you would prefer to write to us by mail, you can post your letter to:

Scentre Group
Customer Advocacy
GPO Box 4004
Sydney NSW 2001

How we handle complaints

- When an issue arises between us, we will follow our internal procedure for handling complaints.
- We will log your complaint when you contact us.
- We always aim to act as quickly as we can in resolving issues. If we can, we will resolve your issue at the time you call.
- If your issue is more complex, we may need to look into the situation further before we can provide a response. If this is the case, we will get back to you within a reasonable time.
- If we need further information from you about your issue, we'll contact you.
- You can always contact us for an update using the contact details above.
- If you are not happy with the way your issue is being handled, you can request to speak with one of our managers and we will escalate your complaint internally.
- If you have escalated the matter at Scentre Group and you still feel that your issue has not been resolved, you could contact the relevant body in your State that deals with retail tenancy disputes. Similarly you could, where applicable, contact the Energy and Water Ombudsman in your state.

Contact details if you wish to further escalate your complaint:

Australian Capital Territory

ACT Civil and Administrative Tribunal
Mail: GPO Box 370, Canberra ACT 2601
Phone: (02) 6207 1740
Fax: (02) 6205 4855
Email: tribunal@act.gov.au
Web: www.acat.act.gov.au

New South Wales

NCAT – NSW Civil & Administrative Tribunal
Mail: GPO Box 4005, Sydney NSW 2001
Phone: 1300 006 228
Fax: (02) 9307 6301
Email: ccdsydney@ncat.nsw.gov.au
Web: www.ncat.nsw.gov.au

Energy and Water Ombudsman NSW
Mail: Reply Paid 86550, Sydney South, NSW 1234
Phone: 1800 246 545
Fax: 1800 812 291
Email: complaints@ewon.com.au
Web: www.ewon.com.au

Queensland

QCAT - Queensland Civil & Administrative Tribunal
Mail: GPO Box 1639, Brisbane, Qld, 4001
Phone: 1300 753 228
Fax: 07 3221 9156
Email: enquiries@qcat.qld.gov.au
Web: www.qcat.qld.gov.au

Energy and Water Ombudsman Queensland
Mail: PO Box 3640 South Brisbane BC Qld 4101
Phone: 1800 662 837
Fax: (07) 3087 9477
Email: complaints@ewoq.com.au or info@ewoq.com.au
Web: www.ewoq.com.au

South Australia

Small Business Commissioner
Mail: GPO Box 1264, Adelaide SA 5001
Phone: 1800 072 722
Fax: (08) 8303 0943
Email: sasbc@sa.gov.au
Web: www.sasbc.sa.gov.au

Energy Industry Ombudsman SA
Mail: GPO Box 2947, Adelaide SA 5001
Phone: 1800 665 565
Fax: 1800 665 165
Email: contact@ewosa.com.au
Web: www.ewosa.com.au

Victoria

VCAT – Victoria Civil Administrative Tribunal
Mail: 55 King Street Melbourne Victoria, 3000
Phone: 1300 018 228
Fax: 03 9628 9891
Email: vcat@vcat.vic.gov.au
Web: www.vcat.vic.gov.au

Energy and Water Ombudsman Victoria
Mail: Reply Paid 469, Melbourne VIC 8060
Phone: 1800 500 509
Fax: 1800 500 549
Email: ewovinfo@ewov.com.au
Web: www.ewov.com.au

Western Australia

State Administrative Tribunal
Mail: GPO Box U1991, Perth 6845
Phone: 1300 306 017
Fax: (08) 9325 5099
Email: sat@justice.wa.gov.au
Web: www.sat.justice.wa.gov.au