



COMPLAINTS HANDLING AND RESOLUTION PROCEDURE

1 OBJECTIVE

Ellis Air Connect is committed to delivering a high standard of service to all customers. We understand that, from time to time, customers may be dissatisfied with some aspect of our services. This procedure sets out how complaints will be handled fairly, efficiently, respectfully, and consistently, in accordance with relevant regulations and best practice standards.

2 SCOPE

This procedure applies to all customer complaints received by Ellis Air Connect relating to its services, including electricity, centralised hot water, gas, centralised HVAC, and PV solar systems.

3 DEFINITION OF A COMPLAINT

A complaint is defined as:

"An expression of dissatisfaction made to or about Ellis Air Connect, related to its services, staff, or handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required."

4 MAKING A COMPLAINT

Customers can lodge a complaint through any of the following channels:

- **Email:** support@ellisairconnect.com
- **Phone:** 1300 236 906
- **Mail:** Ellis Air Connect – 54 Alexandra Place, Murarrie QLD 4172
- **Web Form:** www.ellisairconnect.com/home-business/contact-us/

Customers needing assistance (e.g., due to language, disability, hardship, or personal circumstances) will be provided additional support upon request.

5 HANDLING COMPLAINTS

- Acknowledge complaints within **3 business days**.
- Aim to resolve complaints within **10 business days**.
- If a complaint cannot be resolved within 10 business days, the customer will be advised of the delay, expected timeframes, and reasons.
- Complaints will be handled by appropriately trained staff, ensuring the person managing the complaint is not directly involved in the matter.
- Customers affected by family violence will have their safety and privacy prioritised in accordance with our Family Violence Policy.

6 INTERNAL ESCALATION

If a customer is dissatisfied with the initial handling of their complaint, they may request escalation to a Senior Officer. The Senior Officer will review and attempt to resolve the complaint fairly and independently.

7 EXTERNAL DISPUTE RESOLUTION

Most complaints can be resolved through our internal complaints handling process. We request that you first provide us with the opportunity to resolving your complaint. While we will always try to do our best to resolve a customer complaint, at times, this may not be possible.

If you are dissatisfied with the outcome or resolution we provide in response to your complaints, you can request to have your complaint reviewed by a more senior customer representative at Ellis Air Connect to our initial representative who handled your complaint.

If the complaint is still not resolved to your satisfaction within 20 business days, you may take your complaint to a relevant external dispute resolution body such as the energy ombudsman.:

Queensland

Energy and Water Ombudsman Queensland

Mail: PO 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

NSW

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

ACT

Australian Capital Territory (ACT) – Energy Ombudsman (ACAT)

Mail: DX5691, GPO Box 370, Canberra ACT 2601

Phone: (02) 6207 7740

Fax: (02) 6205 4855

Email: ACATenergycomplaints@act.gov.au

Web: www.acat.act.gov.au

Victoria

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

South Australia

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

8 PRIVACY

All information provided during the complaint process will be managed confidentially in accordance with Ellis Air Connect's Privacy Policy.

9 MONITORING AND REPORTING

Complaints will be recorded, tracked, and monitored for emerging trends. Management will review complaint trends quarterly to identify opportunities for continuous improvement.