



# **Complaints Handling Standard**

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**Adopted by:**

**Iberdrola Australia Limited**

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# **COMPLAINTS HANDLING STANDARD**

## **1. BACKGROUND**

The Iberdrola Group is a global energy leader and is one of the world's largest electricity utilities. The parent company of the Iberdrola group is Iberdrola, S.A. which is domiciled in Spain. Iberdrola Australia Limited (IAL) is a wholly owned subsidiary of the Iberdrola Group and is the parent company of the Iberdrola Group's operations in Australia.

Iberdrola Australia Limited and its controlled entities (Iberdrola Australia) are committed to responsible corporate governance as outlined in the Iberdrola Group's Governance and Sustainability System. That system is based on the three pillars of investment sustainability (ie. environmental, social and governance (ESG) criteria) and aims to regulate the behaviour of entities and people across the Iberdrola Group.

Iberdrola Australia is committed to conducting its business activities with honesty, fairness and integrity, and expect all staff to maintain high standards in accordance with our Iberdrola Group Code of Ethics and other applicable policies.

Iberdrola Australia is committed to the effective management of complaints by providing complainants with a fair and efficient complaints handling process. Iberdrola Australia is committed to responsible corporate governance and accordingly, has endorsed this Complaints Handling Standard as part of its corporate governance framework.

## **2. PURPOSE AND SCOPE OF THIS STANDARD**

The purpose of this Standard is to provide guidance to external stakeholders of Iberdrola Australia in relation to how a complaint concerning Iberdrola Australia may be made and how that complaint will be managed.

This Standard applies to Iberdrola Australia and its employees and sets minimum standards for complaints handling across Iberdrola Australia's business. This Standard extends to subsidiary entities of IAL, including associates and joint ventures over which significant influence or control is exercisable by Iberdrola Australia.

In relation to any complaints from an energy customer of Iberdrola Australia, then these will be managed in accordance with the separate *Energy Customer Complaints Handling Policy*.

## **3. THE MEANING OF COMPLAINT**

In this Standard a "complaint" refers to an expression of dissatisfaction made by a third party to or about Iberdrola Australia, including to its employees and agents, that relates to Iberdrola Australia's products or services, or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

For example, a complaint may relate to operational matters, such as a complaint received regarding the development, construction or operation of a wind or solar farm owned or managed by Iberdrola Australia.

Where a complaint relates to a privacy matter, contact should be made with the Privacy Officer in accordance with our publicly available Privacy Policy.

Where a person has reasonable grounds to suspect misconduct, malpractice, irregularities or any other behaviour which is dishonest, corrupt, illegal or otherwise inconsistent with Iberdrola

Australia's values or policies, then this may be reported via Iberdrola Australia's whistleblower process as covered in our publicly available Whistleblower Policy.

## **5. THE IMPORTANCE OF COMPLAINTS**

At Iberdrola Australia, we value the complaints handling process. Complaints are important because:

- (a) they can highlight problems and errors, and may even identify cases where there is a perception about Iberdrola Australia that may not be correct;
- (b) a complaint provides an opportunity for Iberdrola Australia, as an organisation, to examine its procedures and processes, evaluate their effectiveness, and if necessary, refine or improve those procedures and processes; and
- (c) they provide Iberdrola Australia with an opportunity to turn a negative situation into one with a positive outcome.

## **6. MAKING A COMPLAINT**

A complaint may be reported verbally (by telephone or in person) or in writing (by letter or email) to an Iberdrola Australia employee or agent.

Subject to any regulatory requirements, the complaints handling process will be undertaken by Iberdrola Australia at no charge to the complainant.

Individuals can contact Iberdrola Australia at our Head Office:

Level 22, Governor Phillip Tower  
1 Farrer Place  
Sydney NSW 2000  
Australia

Telephone: +61 8031 9900  
Free (within Australia): +61 1800 917 372  
Facsimile: +61 2 9247 6086

Email: [complaints@iberdrola.com.au](mailto:complaints@iberdrola.com.au)

When making a complaint please tell us the following:

- your name
- how you wish us to contact you (for example, by phone, email)
- what your complaint is about; and
- what you are seeking to resolve your complaint.

Iberdrola Australia and its agents are to provide a complainant with all reasonable assistance and information that a complainant may reasonably require for the purpose of making a complaint and understanding the complaints handling procedures of Iberdrola Australia.

### **6.1 Managing a verbal complaint**

When dealing with a verbal complaint it is important to:

- (a) record and confirm the complainant's details (ie. name, contact details);
- (b) understand and confirm the nature and details of the complaint. If the nature of the complaint is complex, the complainant will be requested to submit their complaint in writing. A complainant is encouraged to provide such information and assistance

required to enable Iberdrola Australia to understand the nature of the complaint and the extent to which the complainant's rights may have been adversely affected;

- (c) outline the process that will be undertaken to review the complaint;
- (d) advise the complainant when their complaint may require additional review or consideration with clear timeframes to be provided for when a response can be expected; and
- (e) ensure regular feedback on the progress of any complaints investigation is provided to the complainant.

## 6.2 Managing a written complaint

When dealing with a written complaint:

- (a) receipt of the complaint will be acknowledged in writing by Iberdrola Australia within one business day or as soon as practicable; and
- (b) where feasible, the written acknowledgment by Iberdrola Australia will also commit to a course of action. For example, if the complaint relates to the provision of information readily available, then the complaint should be resolved promptly. If the complaint needs further investigation or the course of action is unknown, the complainant should be advised that further investigation is required and a time frame specified in which they will be contacted about their complaint; and
- (c) feedback on the progress of any complaint investigation will be provided to the complainant.

## 7. THE COMPLAINTS HANDLING PROCESS

The complaints handling process of Iberdrola Australia is as follows:

- (a) the initial response (being the first contact made with the complainant after the complaint has been acknowledged) for a written or verbal complaint should be provided to the complainant as soon as practicable, and normally within five business days;
- (b) where feasible, complaints are targeted to be resolved within 30 days of being received. Any complaint not resolved within 30 days of being received should be referred to the relevant Executive General Manager;
- (c) once resolution of a complaint has been determined, the complainant should be advised of the decision made in relation to the complaint, and any further remedies available to the complainant if they are not satisfied with the outcome;

For a complaint involving asset-related matters, if a complainant feels their complaint remains unresolved or they wish the Australian Energy Infrastructure Commissioner (AEIC) further review the complaint, they can contact the AEIC by the following:

*By telephone:* 1800 656 395 (free call)

*In writing:* Australian Energy Infrastructure Commissioner  
PO Box 24434  
Melbourne VIC 3001

*By email:* [aeic@aeic.gov.au](mailto:aeic@aeic.gov.au)

*Website:* [www.aeic.gov.au](http://www.aeic.gov.au)

For a complaint involving a privacy-related matter, if a complainant feels their complaint is not resolved satisfactorily within 45 days of being lodged and there is no timely prospect of the complaint being resolved, the complainant can contact the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au).

## 8. AUSTRALIAN FINANCIAL SERVICES LICENCE

Iberdrola Australia holds an Australian Financial Services Licence (AFSL) which enables Iberdrola Australia to conduct business within the energy markets, and specifically to provide *advice, deal and make a market in derivatives to wholesale clients*.

In relation to our energy markets business, if any clients wish to make a complaint, then these will be managed in accordance with Iberdrola Australia's separate *Energy Customer Complaints Handling Policy* and ASIC Regulatory Guide 271, as relevant. Iberdrola Australia will follow the complaint management process outlined in the Energy Customer Complaints Handling Policy, however where an energy client is not satisfied with the resolution of their complaint, then they may escalate the complaint to the external dispute resolution service managed by the Australian Financial Complaints Authority (AFCA).

In accordance with AFSL regulatory requirements, Iberdrola Australia is a member of the external dispute resolution service managed by AFCA and they can be contacted on the following:

*By telephone:* 1800 931 678

*In writing:* Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

*By email:* [info@afca.org.au](mailto:info@afca.org.au)

*Website:* [www.afca.org.au](http://www.afca.org.au)

## 9. ACCESSING THIS STANDARD

This Standard is publicly available on Iberdrola Australia's website at [www.Iberdrola.com.au](http://www.Iberdrola.com.au) and a copy of the Standard will be made available to complainants on request, free of charge.

## 10. REVIEW OF THIS STANDARD

A formal review of this Standard will take place at least every two years.