



# Complaint Management and Dispute Resolution Policy

## Our commitment

At Red Energy we work hard to provide our customers and our community with something better and we strive to do the right thing by our customers every time. Sometimes things can go wrong and if that happens, we encourage you to tell us. We believe feedback and complaints help us to continuously improve, take ownership and learn from our mistakes.

## How we will work with you

At Red Energy we have a clear and accessible process for you to raise a concern. In receiving and resolving complaints we strive to be open, impartial and fair. Most importantly, we will endeavour to find a reasonable solution to your concern as quickly as possible.

While we are investigating and resolving your complaint, we will keep your personal information confidential and will not disclose it to third parties unless required and/or permitted under the relevant privacy legislation. Red Energy's Privacy Policy is published on our website and is available on request.

## How to make a complaint

You have the right to contact us if you have any query or concerns. If you have a complaint about our products or services, we encourage you to contact us using the contact details below. We are available Monday to Friday from 8am to 8:30pm and Saturday 9am to 5.30pm (AEST/AEDT). Our team is trained in the effective handling of complaints and will acknowledge your complaint within a reasonable timeframe. We will endeavour to resolve your concerns at the first point of contact and where this is not possible, we will set reasonable timeframes with you and keep you informed of the progress of your complaint. We are committed to resolving your complaint promptly. Once we have investigated your complaint, we will provide you with the outcome. Should your complaint not be resolved to your satisfaction, you can request an escalation within Red Energy. We will continue to work with you to find a reasonable resolution.

Phone 131 806

Email [info@redenergy.com.au](mailto:info@redenergy.com.au)

Web [www.redenergy.com.au](http://www.redenergy.com.au)

Post Red Energy Pty Ltd  
PO Box 4136  
East Richmond, VIC 3121



## Estimated meter reads

If we have rejected your customer meter read, we will promptly notify you in writing and provide reasons. If you are not satisfied with the reasons provided for the rejection of your customer meter read, you may contact us to make a complaint and we will attempt to resolve the matter in accordance with this Policy.

## Ombudsman and ACAT

If you are dissatisfied with our resolution, you may refer your complaint to the relevant state energy Ombudsman. The Ombudsman provides a free and independent dispute resolution service for customers when they have been unable to resolve their concerns directly with their energy retailer. The Ombudsman will try to negotiate a resolution through discussion and agreement. Where this is not possible, the Ombudsman may make a final and binding decision.

### Victoria

Energy and Water Ombudsman of Victoria

Telephone: 1800 500 509

Website: [www.ewov.com.au](http://www.ewov.com.au)

### South Australia

Energy and Water Ombudsman of South Australia

Telephone: 1800 665 565

Website: [www.ewosa.com.au](http://www.ewosa.com.au)

### Australian Capital Territory

ACT Civil and Administrative Tribunal

Telephone: 02 6207 1740

Website: [www.acat.act.gov.au](http://www.acat.act.gov.au)

### New South Wales

Energy & Water Ombudsman of New South Wales

Telephone: 1800 246 545

Website: [www.ewon.com.au](http://www.ewon.com.au)

### Queensland

Energy and Water Ombudsman Queensland

Telephone: 1800 662 837

Website: [www.ewoq.com.au](http://www.ewoq.com.au)

## Review of Policy

We will review this Policy regularly, and may make changes from time to time. If we do so, we will update the Policy on our website to reflect those changes.

**Date Reviewed:** 5 December 2025