Ombudsman Tasmania
Energy

GPO Box 960, Hobart Tas 7001

Phone: 1800 001 170
Email: energy.ombudsman@ombudsman.tas.gov.au
Web: www.energyombudsman.tas.gov.au

Complaint Form

1. Details of person making the complaint/completing this form

Title: _____ First Name: _____ Surname: _____

Address: _____

Suburb: _____ Postcode: _____

Telephone (business hours): _____ Mobile: _____

Email address: _____

Do you have a disability or other special needs? ☐ Yes ☐ No

If yes, please specify: _____

What is your preferred language? _____

Do you require an interpreter? ☐ Yes ☐ No

Are you of Aboriginal or Torres Strait Islander origin?

☐ Yes, Aboriginal ☐ No

☐ Yes, Torres Strait Islander ☐ I'd prefer not say

Are you making this complaint on behalf of another person? ☐ Yes ☐ No

If **No**, please continue to Section 2. If **Yes**, please identify the person below:

Title: _____ First Name: _____ Surname: _____

Address: _____

Suburb: _____ Postcode: _____

Telephone (business hours): _____ Mobile: _____

Email address: _____

Please describe your relationship with this person: _____

_____

_____

2. Details of the Energy company

Name of the energy company being complained about: _____

Have you contacted the energy company yourself to try and resolve the complaint? ☐ Yes ☐ No

If yes, what happened? If no, why?

Have you lodged a complaint about this matter with any other body? ☐ Yes ☐ No

If yes, please specify: _____

3. Time limit

Have the issues giving rise to your complaint occurred within the last two years? ☐ Yes ☐ No

Generally, the Ombudsman cannot investigate a complaint that arose more than two years ago.

If the incident occurred more than two years ago, please supply the reason for your delay in making this complaint:

4. Complaint Details

Please outline your issues of complaint.

- Be as specific as possible. Provide relevant dates and the names of people you have contacted.
- If there is not enough space to describe your complaint, attach extra paper.
- Please attach any documents such as letters, accounts or reports that are relevant to your complaint.

5. Outcomes

What do you wish to achieve by making a complaint?

6. Privacy Statement

If you make a complaint under the *Energy Ombudsman Act 1998*, the Ombudsman will collect your personal information (or the information about the person on whose behalf you are complaining). Personal information will be used in the management of the complaint, and may be disclosed to the company complained about. Personal information will be managed in accordance with the *Personal Information Protection Act 2004* and, on request, may be accessed by the individual to whom it relates.

Details of this complaint and relevant accompanying documentation is usually sent to the energy company for its response. If there are reasons not to do this, please explain those reasons below:

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7. How did you hear about Ombudsman Tasmania?

☐ Television ☐ Word of mouth ☐ Newspaper (please specify)

☐ Radio ☐ From energy company ☐ Other (please specify)

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8. Signature

Signature of person making complaint: _____ Date: _____

Information about Complaint Handling

For assistance in completing this form, please phone this office on **1800 001 170**
Send your complaint form to **Ombudsman - Energy, GPO Box 960, Hobart, Tasmania 7001**

Email your complaint form to **energy.ombudsman@ombudsman.tas.gov.au**

The Ombudsman Tasmania - Energy is located on Level 6, 86 Collins Street Hobart.