



Complaint Form

File number:

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

Title	First Name	Surname	DOB
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address		Suburb	Post Code
<input type="text"/>		<input type="text"/>	<input type="text"/>
Telephone (business hours)	Mobile	Email Address	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

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?

No

Yes, Aboriginal

Yes, Torres Strait Islander

Yes, both Aboriginal and Torres Strait Islander

Are you completing this form on behalf of another person?

Yes

No

If **No**, please continue to Section 2

If **Yes**, please identify that person below

Please note that a complaint should normally be made personally. There are only two situations in which a complaint may be made by a representative – (1) where the person has died or is not able to act for themselves, and (2) where the complaint is made by a Member of Parliament, with the consent of the person concerned.

Title	First Name	Surname	DOB
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address		Suburb	Post Code
<input type="text"/>		<input type="text"/>	<input type="text"/>
Telephone	Mobile	Email Address	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Please describe your relationship with this person:

2. Details of Energy Entity

Name of the energy entity being complained about:

Have you contacted the agency or service provider 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

Please specify:

3. Time Limit

Have the issues giving rise to your complaint occurred within the last two years?

Yes No

Generally, the Energy Ombudsman cannot investigate a complaint that arose more than 2 years ago.

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

6. Privacy Statement

If you make a complaint under the *Energy Ombudsman Act 1998*, the Energy 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.

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

7. How did you hear about the Energy Ombudsman?

<input type="checkbox"/> Television	<input type="checkbox"/> Radio	
<input type="checkbox"/> Word of Mouth	<input type="checkbox"/> Newspaper (please specify)	<input type="text"/>
<input type="checkbox"/> From energy company	<input type="checkbox"/> Other (please specify)	<input type="text"/>

8. Signature

Signature of person making complaint:

Date:

For assistance in completing this form, please phone this office on 1800 001 170.

Send your complaint form to: Energy Ombudsman, GPO Box 960, HOBART, Tasmania 7001

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

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

INFORMATION ABOUT COMPLAINT HANDLING

- Wherever possible, before lodging a complaint you are encouraged to resolve your concerns directly with the energy entity. The first step should be to discuss the matter with them. If you do not do this, the Ombudsman may refuse to accept the complaint.
- You will be asked to give details about your complaint. The Ombudsman decides whether to accept or decline it. You will be told of the decision soon after the complaint is received.
- You may be asked to provide further information to support the complaint.
- Your complaint, and any other information you have provided, will, in most cases, be sent to the energy entity you are complaining about and they will be asked to respond. We ask them for a reply within 2 weeks but some cases can take longer.
- We will seek your view on the response. The Ombudsman then decides on the future course of the complaint.
- If your complaint is against Aurora Energy, the Ombudsman may recommend that it be referred back to Aurora Energy, to be considered by a more senior officer. This is often an effective way for a complaint against Aurora Energy to be addressed, but is generally only applicable to complaints that have not already been escalated within the company. If a complaint is not resolved in this way, the Energy Ombudsman will consider whether further action on the complaint should be taken.