

Complaints Management Procedure



1. Purpose

To establish a consistent procedure for the prompt response to, and management of, complaints made to Hydro Tasmania.

2. Scope

This Complaints Management Procedure will be followed for complaints made against Hydro Tasmania (including Entura, and AETV (Tamar Valley Power Station)) about its operations, services, staff or contractors by members of the public or other external stakeholders.

Some Complainants may have contractual mechanisms or legislative processes available to them (for example, matters which fall within the scope of the *Public Interest Disclosures Act 2002* (Tas), the whistleblower protections under the *Corporations Act 2001* (Cth) or the *Integrity Commission Act 2009* (Tas)) and where appropriate, may be referred to an alternate process. For Hydro Tasmania employees, there are internal policies and procedures for resolving grievances, issues and concerns in the workplace.

For Momentum Energy customers, please refer to the [Complaint and Dispute Policy](#).

3. Terms and Definitions

Complainant:	any person, entity or their representative making a complaint.
Complaint:	a complaint, for the purposes of this Procedure, is an expression of dissatisfaction or grievance about our organisation, services or staff made by a person or body external to Hydro Tasmania.
Complaints Coordinator:	Staff member responsible for the coordination of complaints at Hydro Tasmania.
Complaint Manager:	Staff member assigned responsibility for resolving a particular complaint.
EGM:	Executive General Manager
The Standard:	Australian Standard – Guidelines for Complaints Management in Organisations (AS ISO 10002:2022)

4. References

Policies and Procedures: [Governance Policy](#)
[Code of Conduct](#)
[Disclosure Policy](#)
[Disclosure Procedures](#)

5. Guiding Principles

Hydro Tasmania will be guided in its response to complaints by The Standard.

6. Making a Complaint

Complaints can be submitted by:

- letter to Hydro Tasmania at GPO Box 355, Hobart Tasmania 7001 Attention: Stakeholder Relations;
- via the '[Contact Us](#)' form on the Hydro Tasmania website;
- email to contactus@hydro.com.au;
- via Hydro Tasmania's official Facebook, Instagram and LinkedIn accounts (via direct message);
- telephoning the head office on ph: 1300 360 441; or
- in person at 4 Elizabeth Street, Hobart in Tasmania during business hours.

To clarify the issues raised and assist in a timely response, Hydro Tasmania recommends that, where possible, complaints are made in writing including:

- the name and contact details of the Complainant;
- the nature and details of the complaint - including dates, times, Hydro Tasmania staff or contractors involved; and
- copies of any supporting statements or documents.

7. What you can expect

Complainants can expect to be treated with respect and courtesy, and to be kept informed as their complaint is assessed. Similarly, we ask that our people are treated in the same way as they work with you to resolve your concern.

Hydro Tasmania will endeavour to assess and resolve complaints as expeditiously as possible, taking into consideration the nature and complexity of the complaint and the extent to which any investigation is required.

Hydro Tasmania will endeavour to provide an acknowledgement that a complaint has been received within three (3) business days where possible, and a further communication providing indicative timing for further action with respect to the complaint as soon as possible.

Hydro Tasmania will not charge you a fee to review or address a complaint you have made.

8. The process we follow when we receive a complaint

Complainants will be treated with respect and courtesy and kept informed as their complaint is assessed in accordance with the steps below.

NOTE: If Hydro Tasmania considers the complaint to be of a nature requiring immediate action because of imminent or immediate threat, harm or risk to life, personal safety, health or welfare of any individual, damage to property or Hydro Tasmania assets, the complaint will be

immediately referred to the appropriate business unit and/or authorities, including Tasmania Police or State Emergency Service.

Step	Details	Person Responsible
1. Assess Complaint		
1.1 Acknowledgement of receipt	<p>Hydro Tasmania will acknowledge receipt of the complaint as soon as practicable.</p> <p>Following this, Hydro Tasmania will then provide further communication with an indicative timing for further action with respect to the complaint as soon as practicable.</p>	Complaints Coordinator
1.2 Assessment	<p>Merits of the complaint will be assessed. Further action may not be taken if there is a reasonable basis for believing the complaint is:</p> <ul style="list-style-type: none"> • trivial; • frivolous, vexatious or not made in good faith; or • lacking in substance or credibility. <p>If no action is to be taken, the Complainant will be advised in writing of this decision.</p> <p>If the complaint is not able to be assessed due to insufficient information being provided, Hydro Tasmania may request further information from the Complainant. If the Complainant does not respond to the request for information after twenty (20) business days, Hydro Tasmania will consider the matter closed.</p>	Complaints Coordinator Complaint Manager
2. Resolving the Complaint		
	<p>If the complaint is considered to have merit, it will be referred to a Complaint Manager in the relevant business unit (if not already the responsibility of the relevant business unit), who will be responsible for resolution of the complaint.</p> <p>The Complaint Manager will also have responsibility for keeping the Complainant informed of the Complaint's progress and any outcomes.</p> <p>Hydro Tasmania aims to resolve the complaint at this stage of the process.</p>	Complaints Coordinator Complaint Manager
3. Review of Complaint		
	<p>Where the Complainant, acting reasonably, is not satisfied that the issue has been appropriately resolved, a review of the decision may be requested in writing.</p> <p>The Complainant should address any request for review to the Complaints Coordinator.</p> <p>If escalation is required, the matter will be reviewed by the Head of Communications and Stakeholder Relations, the Head of the relevant business unit involved and if required, by the relevant EGM.</p> <p>The relevant EGM will be responsible for assessment and response.</p>	Complaints Coordinator Relevant EGM
4. Second Review of Complaint		

	<p>Where the Complainant, acting reasonably, is not satisfied that the complaint has been adequately resolved, or where the initial review fails to achieve a resolution, Hydro Tasmania will provide a second avenue of review by the EGM Governance, or their delegate.</p> <p>The EGM Governance, or their delegate, will be responsible for assessment and response.</p>	<p>EGM Governance</p>
<p>5. External Review of Complaint</p>		
	<p>Where a matter remains unresolved following the secondary review, the complainant may seek review by the Ombudsman Tasmania. Hydro Tasmania will cooperate fully with any review or investigation by the Ombudsman.</p>	<p>Complainant</p>

The Ombudsman Tasmania

The Ombudsman’s office can be contacted in any of the following ways:

Enquiries: Monday to Friday 9.00am to 5.00pm (excluding public holidays)

Phone: 1800 001 170 (free call in Tasmania)

Email: ombudsman@ombudsman.tas.gov.au

Address: NAB House, 6/86 Collins Street, Hobart Tasmania 7001

Postal: GPO Box 960 Hobart Tasmania 7001

The Ombudsman’s office provides information on their website at www.ombudsman.tas.gov.au as to how to lodge a complaint.

9. Continuous Improvement

Hydro Tasmania will periodically review the efficiency and effectiveness of the Complaints Management Procedure and identify potential areas for improvement. Reviews will be conducted no less frequently than biennially (every two years).

This procedure will be reviewed by 30 June 2026.

Version:	1.0
Date approved:	28 June 2024
Approved by:	EGM Governance
Accountability	EGM Governance and EGM People Culture & Engagement
Procedure Owner:	EGM Governance

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All Hydro Tasmania, Entura, Momentum Energy and AETV employees and contractors must comply with all relevant laws and regulations, policies, procedures and supporting resources.