

1. How to make a complaint

To raise a concern about our products or services, we recommend that you make first contact with our customer care team on 1800 JACANA (**1800 522 262**).

Alternatively, a complaint may be made in writing. This correspondence should be addressed to:

Mail: Resolutions
GPO Box 1785,
Darwin, NT 0801

Email: resolutions@jacanaenergy.com.au

2. Our response

We will try to resolve complaints made by telephone on the first contact.

Complaints made in writing will be acknowledged within 2 business days and referred to our Customer Resolutions Specialist for assessment, investigation and response.

The Customer Resolutions Specialist will:

- assess the expected timeframe for resolution based on the complexity of the complaint and advise you of the expected timeframe for resolution; and
- keep you informed on the progress of your complaint (either by telephone or in writing) until the matter is resolved.

If your complaint remains unresolved on first contact or a response has not been provided within what you consider a reasonable timeframe, you can request that the matter be escalated to a Team Manager.

3. Ombudsman

Jacana Energy aims to resolve all complaints with our customers directly. However, if your complaint continues to remain unresolved to your satisfaction, you have the right to refer the matter to the Ombudsman NT.

The Ombudsman NT can be contacted via:

Post: PO Box 1344,
Darwin NT 0801

Phone: 08 8999 1818

Email: nt.ombudsman@nt.gov.au

More information can be found at www.ombudsman.nt.gov.au

4. Representation and assistance

Anyone may represent a person wishing to make a complaint with the complainant's consent (e.g. an advocate, family member, legal or community representative, Member of Parliament or another organisation). We will communicate with an authorised representative.

An interpreter service is available from NT Interpreter Services by phoning **08 8999 8506**.

5. Record keeping

Our retail operating system is used to record all customer complaints. This information is reviewed by appropriate Jacana Energy personnel to identify trends and areas for improvement with our products and services.

6. Keeping your information secure

Personal information concerning complainants will be kept confidential and will only be used for the purposes of addressing the complaint.

Personal information is collected, used and disclosed in accordance with Jacana Energy's Privacy Policy, which is available on our website at www.jacanaenergy.com.au/privacy.