

Complaints Management Policy

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Hamilton Island Services Pty Ltd

ACN 010 254 234

PO Box 149, Hamilton Island QLD 4803

Hamilton Island Enterprises Limited

ACN 009 946 909

PO Box 149, Hamilton Island QLD 4803

Hamilton Island Services Pty Ltd (HIS) and Hamilton Island Enterprises Limited (HIE) Complaints Management Policy

1. Our Commitment

At HIS and HIE, we are committed to delivering the highest level of customer service. To help us to continue to improve our service, if you're not happy with the service you're receiving from us, please let our team know as soon as you can so we can start resolving it for you.

We note that HIS is the nominated provider for electricity services and HIE is the nominated provider for water services. Please direct any complaints to the appropriate service provider.

The way we work through any problems or complaints is by using our Complaints Management Policy. These have been developed in accordance with AS/NZS 10002:2022 – Guidelines for complaint management in organisations.

We will of course handle any complaints or feedback in a confidential manner, and there's no cost to you. Any of your personal information collected during this process will be managed in accordance with our Privacy Policy available at <https://www.hamiltonisland.com.au/general-business-privacy-policy>.

It's really important for us to know if you're unhappy or even just to take on your feedback, because we not only want happy customers, but we are also focused on the continuous improvement of our business. If we don't know there's an issue, we can't fix it.

2. How to provide feedback or lodge a complaint

We encourage you to contact us directly in the first instance to enable a quick and effective resolution of any issues.

You can do this in a number of ways by:

- a. calling the team on 1300 657 844 (Monday to Friday 9.00am – 4.00pmAEST);
- b. lodging your feedback on our website www.hamiltonisland.com.au/energy; or
- c. By post to:
Hamilton Island Finance Level 3,
100 Pacific Highway ST LEONARDS NSW 2065

Where a complaint is raised, HIS or HIE will address it in a timely, equitable, objective and unbiased manner.

3. When to expect a response

We will acknowledge your enquiry, complaint or dispute as soon as possible within 24 hours of receipt and aim to resolve the enquiry within five business days from when we receive your feedback in a fair and reasonable manner.

There may be times when we need a bit longer to find the answer or solution, but we will be sure to contact you within five business days to give you an update, and let you know when we think we'll find the answer or solution. We will also confirm how frequently you'd like to be updated moving forward.

When we respond to your query or complaint, if we don't hear back from you within ten business days, we will assume the matter has been resolved satisfactorily.

4. Need to escalate a matter further?

At any time, you can tell us that you wish to escalate a matter. If this happens we will refer your query or complaint to a senior manager within our team. At this point we will also remind you of your right to refer the matter to the Office of Fair Trading and the Queensland Civil and Administrative Tribunal.

- a. You can contact the Office of Fair Trading if you have complaints relating to:
- Ethical standards;
 - Company behaviour;
 - Contractual obligations;
 - Standards of work;
 - Non-supply; and
 - Deceptive and misleading conduct.

Office of Fair Trading GPO Box 3111
BRISBANE QLD 4001
13 QGOV (13 74 68)

BrisbaneOFT@justice.qld.gov.au

- b. You can contact the Energy and Water Ombudsman Queensland. EWOQ
PO Box 3640
SOUTH BRISBANE BC QLD 4101

1800 662 837
complaints@ewoq.com.au

- c. You can contact the Queensland Civil and Administrative Tribunal if you have complaints relating to payments. QCAT
GPO Box 1639
BRISBANE QLD 4001

1300 753 228
enquiries@qcat.qld.gov.au

5. Confidentiality

HIS and HIE are committed to maintaining the confidentiality of your personal information. While resolving your complaint, we will keep your personal information confidential and will not disclose it to third parties unless permitted or required to do so under relevant privacy legislation. HIS and HIE's Privacy Policy is available on request and is published on our website www.hamiltonisland.com.au/energy.