
Adelaide Airport Management Limited

Energy Embedded Network Complaints and Dispute Resolution Policy



Policy

If you have a complaint about Adelaide Airport's conduct relating to on-selling of electricity, please call us or write to us so that we can resolve your concerns. Our aim is to resolve your complaint as quickly as we can.

Don't hesitate to call us if you have any questions

Purpose:

Our complaint and dispute resolution policy is designed to provide customers with fair and efficient resolution promptly. This policy ensures Adelaide Airport Management Limited has a customer focused and transparent approach to managing complaints.

The purpose of the Complaints and Dispute Resolution Policy and Procedure is to:

- Ensure an accessible and reasonable complaints process is in place
- Provide mechanisms for resolution in a timely and efficient manner
- Enable Adelaide Airport to take appropriate action as required

Adelaide Airport are committed to handling customer concerns in a prompt, friendly and helpful manner.

How to provide feedback or lodge a complaint

If you experience a problem or wish to provide feedback or make a complaint to Adelaide Airport Management Limited you can do this directly by phone, post or via the email

Attention: Property Team

Call us: (08) 8308 9309

Email us: aalproperty@aal.com.au

Write to us: 1 James Schofield Drive, Adelaide Airport 5950

Handling of Complaints

The Adelaide Airport team will handle each complaint in a professional manner and in line with jurisdictional regulatory requirements. We will acknowledge your enquiry or complaint and aim to resolve it within 14 business days. Customers will be kept informed on the progress of their complaint as we progress through our investigation.

We ask that you provide us with the opportunity to explore all avenues in resolving your complaint. However, a complaint can also be made through an external dispute resolution scheme should you not be happy with the handling or resolution offered. Please find details below on how to contact your local Energy Ombudsman below.

Energy Industry Ombudsman of South Australia
GPO Box 2947 Adelaide, South Australia 5001
Free call (from Australia) 1800 665 565
Free fax 1800 665 165
Overseas call +61 8 8216 1888
Overseas fax +61 8 8216 1844
www.ewosa.com.au