

Sumo Energy Complaints and Dispute Resolution Policy

Need an interpreter?

 **03 9102 8427**

9.00am - 4.30pm AET workdays

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Version History

Version	Status	Amendment Summary	Author	Approved by	Date
V012026	Published	First published version of updated Sumo Energy Complaints and Dispute Resolution Policy	Andrew Mair	Michelle Ellis	8 April 2026
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1. Purpose and Scope of this policy?

- 1.1. Sumo Energy's Complaints and Dispute Resolution Policy provide Sumo Energy and its customers with clear guidance on how to make a complaint, how it will be assessed internally, and be responded to by Sumo Energy and how customers can escalate their complaint if it is not responded to and managed to their satisfaction. This policy will also outline how Sumo Energy will review complaints that have been made, and their resolution, and identify how Sumo can improve its processes to reduce or eliminate customer complaints and negative feedback.
- 1.2. This Complaints and Dispute Resolution Policy applies to all complaints received by Sumo Energy in relation to the sale and supply of gas and electricity retail services to its customers. It covers any expression of dissatisfaction made to or about its products, services, staff conduct, policies, practices, or the handling of a previous complaint.
- 1.3. The scope of this policy includes:
 - Complaints relating to the sale, supply, billing, marketing, metering, connection, disconnection, or customer service associated with Sumo's gas and electricity retail services.
 - Complaints received through any channel, including phone, email, online forms, social media, written correspondence, or in person.
 - Complaints raised by customers, authorised representatives, advocates, ombudsman schemes, regulators, or other stakeholders acting on behalf of a customer.
 - Internal review requests where a customer is dissatisfied with the outcome or handling of a previous complaint.
 - Complaints involving third-party service providers or contractors engaged by Sumo, where the issue relates to the delivery of gas or electricity retail services.
- 1.4. The following matters are outside the scope of this policy:
 - Enquiries, requests for information, or service requests that do not express dissatisfaction.
 - Complaints relating solely to network infrastructure, outages, or faults that fall under the responsibility of distribution network service providers, except where the complaint concerns the Sumo's handling or communication of such matters.
 - Complaints unrelated to gas or electricity retail services (e.g., corporate matters, employment issues, or unrelated business activities).
- 1.5. This policy applies to all employees, contractors, and representatives involved in delivering or supporting gas and electricity retail services.

2. Our Commitment to managing complaints fairly

- 2.1. Everybody has the right to complain. Sumo is committed to promptly acknowledging, assessing, and resolving complaints efficiently in an impartial and unbiased manner. This document sets out our procedures for accepting, recording, and resolving complaints.
- 2.2. Through this document, Sumo makes the commitment to addressing issues raised within complaints within a reasonable timeframe, adopting a people focused and proactive approach, and to continual quality improvement. Management will review complaints on an ongoing basis to identify any potential non-compliance and areas for improvement. Our aim to minimise the possibility of complaints escalating into ongoing disputes.



3. What is a complaint?

- 3.1. A complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.
- 3.2. Where it is not clear if feedback or a general concern is intended to be handled as a complaint, where appropriate, we will seek clarification from the complainant.
- 3.3. Complaints may be lodged without contact information and where it appears that the complainant wants to remain anonymous, we will, to the extent reasonably practicable, not request the complainant's active involvement in the management of the complaint.
- 3.4. Sumo Energy considers all complaints as opportunities to improve, and they will be freely received by telephone, in writing (for example, letter, email).
- 3.5. Complaints may be raised in relation to (amongst other areas), any:
 - a) Failure by us to observe our published or agreed practices or procedures;
 - b) Failure in respect of a product or service offered or provided by us or our representatives;
 - c) An instance where you involve or seek information about a third party, such as the jurisdictional energy ombudsman or a Member of the Parliament; and
 - d) An occurrence where a complaint is directed to us your behalf by an energy ombudsman.
- 3.6. Sumo Energy takes a proactive stance on managing complaints efficiently and professionally. We ensure that our approach to handling complaints is thorough and fair, rooted in a culture of prompt and unbiased resolution.

4. What does Sumo commit to do?

- 4.1. Sumo Energy commits to:
 - a) Actively support the handling of complaints at all levels of leadership;
 - b) Establish clear policies and procedures for managing complaints effectively;
 - c) Hold management accountable for creating a welcoming environment for feedback and complaints;
 - d) Allocate the necessary resources, including training and support, for our staff to manage complaints effectively; and
 - e) Provide assistance to those who may find it difficult to navigate the complaint process.

By doing so, we aim to address and resolve complaints promptly, preventing them from escalating, and to continuously improve our processes based on the feedback received.

- 4.2. In all instances, Sumo Energy will:
 - a) Treat you with respect;
 - b) Take your complaint seriously;
 - c) Respect your privacy;
 - d) Manage your complaint with impartiality;
 - e) Properly investigate and report on your complaint;
 - f) Resolve your complaint with proper consideration to facts;
 - g) Provide the option of internal escalation or a referral to an energy ombudsman scheme when requested or appropriate; and



- h) Ensure equal access to our complaints management program and fair resolutions.
- 4.3. Customers have rights under various laws, including the Competition and Consumer Act 2010 (Cth), and the Energy Law. We will ensure that those rights are respected.

5. How Sumo manages complaints?

- 5.1. We will follow the guiding principles contained in AS/ISO 10002-2018 (Guidelines for Complaints Handling in Organisations).
- 5.2. Once a complaint has been received, one of our team will acknowledge the complaint and prioritise it for resolution.
- 5.3. We will respond and acknowledge receipt of each complaint within three (3) business days. However, higher priority will be given to those complaints where there is perceived financial hardship, the disconnection of energy supply, and matters relating to health and safety. In such instances, we will respond as soon as possible.
- 5.4. Complaints are documented in our customer management system as soon as they are received. Complaints and all relevant information will be recorded, and a unique identifier will be provided.
- 5.5. Each documented complaint will include:
 - a) Your requested resolution
 - b) The date of your complaint
 - c) A description of your complaint
 - d) The expected date for a response or resolution
 - e) The established priority of your complaint
- 5.6. More than one complaint can be made per customer/call. For example, if a customer makes a billing complaint and then makes a marketing complaint during the same call, two complaints will be recorded. Each individual customer contact with a complaint will be recorded and categorised as one, irrespective of the number of times a caller has contacted us on an issue.
- 5.7. Complaints will be tracked from the time they are received to their resolution. When tracking the resolution of complaints, we will make sure to meet response deadlines. We will keep you informed and updated regularly throughout the process.
- 5.8. Sumo is committed to resolving all complaints effectively and promptly. Tailored solutions will be offered for each case, ensuring they fit the specific issues raised.
- 5.9. Keeping the complainant informed is crucial, especially if there are delays. After resolving the complaint, we'll communicate:
 - a) What we did in response to the complaint.
 - b) The outcome.
 - c) Why we made certain decisions.
 - d) Any offered solutions or next steps.
 - e) Other options the complainant might pursue, like internal or external review.
 - f) Communication should be comprehensive, focusing on Sumo's actions and our impact on the complainant. If a complaint involves a staff member, we'll handle the information sensitively, respecting privacy.
- 5.10. When closing a complaint, we'll document:



- a) Actions taken to resolve the issue.
- b) The final outcome.
- c) Any further steps we need to take.

This helps us with any future reviews and contributes to our continuous improvement.

5.11. Team members will ensure any changes we've agreed upon are put into action and tracked. The complaints manager or a senior team member will oversee this.

5.12. In all instances, we will

- a) Freely accept complaints lodged by telephone, email, or letter, Sumo do not currently offer the options to lodge complaints via our website, facsimile or in person.
- b) Acknowledge any complaint received as soon as possible and generally no later than three business days of receipt;
- c) Confirm the next steps including the complaint process, expected timeframes, your involvement, and the possible or likely outcomes of the complaint, where practicable;
- d) Begin an investigation into the reasons for a complaint within 24 hours of acknowledgment;
- e) Keep you updated about the investigation and any proposed resolution;
- f) Notify you as soon as possible of the outcome of our investigation and any proposed resolution; and
- g) Provide you with the option of an internal review of your complaint if you are unsatisfied with the outcome of the investigation or the proposed resolution.

6. Internal and External Escalation

6.1. There are three levels of escalation of complaints.

6.2. First, most complaints will be managed by front line staff. At any time, you may request an internal escalation of your complaint, which will be granted.

6.3. Second, complaints will also be escalated where they are complex, urgent, or sensitive. When your complaint is received, you will be informed that you have the right to escalate it if you are dissatisfied with the process. Individual staff who manage complaints will be required to review the complexity, urgency, and sensitivity of all complaints and seek assistance from a supervisor or specialist where required.

6.4. Third, if you are not satisfied with our response to your complaint or wish to seek independent advice about a complaint, we will notify you that you can contact the Energy Ombudsman in your State. Sumo will provide the contact details for the Energy Ombudsman schemes and will assist you in lodging a complaint with them.

7. Confidentiality & Data Protection

7.1. Sumo Energy is committed to protecting the privacy, confidentiality, and security of all personal information collected and used in connection with the handling of complaints. We manage personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and all applicable energy-sector regulatory requirements.

7.2. Sumo Energy will collect, use, store, and disclose personal information only for purposes directly related to managing and resolving complaints, meeting our legal and regulatory obligations, and improving our customer service processes.



- 7.3. Sumo Energy will take reasonable steps to protect personal information gathered from complaints from misuse, interference, loss, unauthorised access, modification, or disclosure.
- 7.4. Sumo may disclose complaint related information to:
- a) Distribution network service providers, metering providers, or other third parties where necessary to investigate or resolve the complaint.
 - b) Ombudsman schemes or regulators where a complaint has been escalated or where disclosure is required by law.
 - c) Contractors or service providers engaged to support complaint resolution, subject to strict confidentiality and data-handling obligations.

8. Recording and Tracking complaints

8.1. CRM Recording

All complaints must be logged and include:

- . Customer details and account number
- . Date, time and channel received
- . Description of complaint

8.2. Categorisation

Each complaint must be assigned a category and a sub-category (e.g. Billing – High Bill, Customer Service – Delay) to support reporting and trend analysis

8.3. Complaint Notes

All interactions, actions and outcomes must be recorded as clear, factual notes within the CRM, including steps and resolutions.

8.4. Internal Tracking

Complaints may also be monitored through internal systems (e.g. inboxes, workflows, escalation registers).

8.5. Status Management

Complaints must be updated through defined stages (e.g. Open, In Progress, Escalated, Resolved) to ensure visibility and resolution.

8.6. Monitoring and Reporting

Complaint data is used for performance tracking, regulatory reporting, and continuous improvement. Regular Checks should ensure accuracy and completeness of records.

9. Roles and Responsibilities

- 9.1. All of our staff must comply with this Policy, and internal procedures, in addition Australian Competition Law, Privacy Laws and Energy Rules, Codes, Guidelines and Energy Law.
- 9.2. Complaints can be made to any Sumo Energy employee or contractor. That employee or contractor is then required to report any complaints received to the Complaints Manager.
- 9.3. All employment contracts will stipulate that employees are obligated to report on any suspected compliance breaches. Sumo will ensure that complaint management is not hindered by a lack of



resources, and will also ensure that adequate programs are in place to train staff in complaint resolution and the implementation of this procedure.

- 9.4. All Team Leaders and Managers will be responsible for ensuring complaints are recorded, and team members are trained on complaint handling, and will ensure team members are resourced to resolve complaints and escalate complaints as necessary.
- 9.5. A Complaint Manager will be assigned to review collated complaints, ensure that they are resolved, escalated and identify trends, and identify and lead remediation activity. The Complaint Manager will also regularly brief individual teams and leadership on complaint trends and remediation recommendations.
- 9.6. Senior management of Sumo Energy is responsible for:
 - a) Establishing the complaints management program;
 - b) Establishing and implementing the process of complaints management;
 - c) Allocating resources to ensure compliance with obligations under applicable laws and this procedure;
 - d) Promoting and advocating a customer-centric approach to complaint resolution;
 - e) Reporting to the board on the management of complaints, including the number and nature of complaints received;
 - f) Continually reviewing the effectiveness of the complaints management program, including the program's processes; and
 - g) Establishing an adequate training program to ensure all relevant staff, agents, contractors, and other representatives comply with this procedure.

10. Monitoring and Improving

- 10.1. Complaints will be tracked at individual and group levels. Any systemic issues that are identified will be brought to the attention of the Compliance Committee and Board during their monthly meetings.
- 10.2. Sumo Energy's board will direct top-level management to address systemic issues that are identified during a complaint process.
- 10.3. Sumo will review this policy at planned intervals or after significant changes.
- 10.4. Sumo will ensure alignment with ISO 10002 and organisational objectives.
- 10.5. This Complaints and Dispute Resolution Policy will be subject to version control and approval history.

11. Promoting our Complaints Management Program

- 11.1. We will publish a Standard Complaints and Dispute Resolution Policy summary on our website, and it will be actively brought to the attention of customers.
- 11.2. Sumo is committed to promoting and ensuring the visibility of our complaints management program. To achieve this, we will:
 - a) Make this procedure available free of charge;
 - b) Arrange for an interpreter to expound the procedures and facilitate the resolution of complaints;



- c) Make special arrangements for people with disabilities, ensuring that they and their advocates have access to this procedure and are aided in the resolution of their complaint. This document will be provided in large print Braille or audiotape on request; and
- d) Ensure that all relevant staff members are trained to resolve complaints and have access to resources for cross-cultural communication and communication with customers with special needs.

12. Customer Read Estimates

- 12.1. If you are a “small customer” with an accumulation meter, you have the right to conduct your own meter reading if your bill is based on an estimate. This self-read is known as a “customer read estimate.” You can find more information on customer read estimates at: [Estimated Bills | Sumo – Electricity & Gas](#)
- 12.2. Where we have not accepted a customer read estimate, we will notify you of the reasons for the decision and allow the opportunity to rectify the self-read.
- 12.3. We will deal with complaints regarding customer read estimates in accordance with our standard complaints process, which is outlined in this procedure.

13. Contact Us to Lodge a Complaint

- 10.1. You may contact us at any time to lodge a complaint using the following contact details:

Post: PO Box 1387 Milton Queensland 4064

Phone: 13 88 60

Email: complaints@sumo.au

Interpreter: 03 9102 8427

National Relay Service: 133 677 - For help using this service, visit [National Relay Service](#).

14. Contact details for the Energy Ombudsman Schemes

- 14.1. If you are not satisfied with our response or investigation into a complaint, you may contact the Energy Ombudsman in your state. We will provide you with the contact details of your Energy Ombudsman if needed.

Energy and Water Ombudsman of NSW

By Post: PO Box 1343, Haymarket NSW 1240.

Freepost: Reply Paid 86550, Sydney South NSW 1234.

Free call: 1800 246 545

Free fax: 1800 812 291

complaints@ewon.com.au

Interpreter: 131 450 - For help using an interpreter, visit TIS.

National Relay Service: 133 677 - For help using this service, visit NRS.

Energy and Water Ombudsman Queensland

Freecall: 1800 662 837

Translation services: 131 450 - For help using an interpreter, visit TIS.

National Relay Service: 133 677 - For help using this service, visit NRS.

Fax: (07) 3006 2670

Online:

<http://www.ewoq.com.au/submit-a-complaint>

Email: complaints@ewoq.com.au or info@ewoq.com.au

In person: Level 16/53 Albert Street, Brisbane City QLD 4000



**Energy and Water Ombudsman South
Australia**

Freecall: 1800 665 565

National relay service: 133 677

Translating and interpreting service

(TIS):131 450

Post: GPO Box 2947 Adelaide SA 5001

Office address (strictly by appointment
only): Level 11,

50 Pirie Street Adelaide SA 5000

Online: <https://ewosa.com.au/submit-a-complaint>

Energy and Water Ombudsman Victoria

Freecall: 1800 500 509

Translating and interpreting service

(TIS):131 450

Online: <https://www.ewov.com.au/start-a-complaint>

Email: ewovinfo@ewov.com.au

Post: Reply Paid 469 Melbourne VIC 8060