

## CENTRAL SPARK VICTORIA COMPLAINTS DOCUMENT

DATE: 30/02/2023



Central Spark Victoria  
105 Fords RD Yapeen 3451  
ACN 13619393529

1. All the staff, and consumers of Central Spark Victoria will be advised with each step and actions involved in handling of each complaint.
2. All the complaints received via email, call, or website, from the consumers are recorded and filed in the database.
3. Within 24 hours of receipt of the complaint we shall contact you to discuss a time frame for resolving and understanding the nature of the issue.
4. All the new complaints are actioned, and investigation will begin within 24 hours of receipt of complaint we will use the following mediums to communicate. Email, phone or Face to face.
5. The feedback of outcome of complaints are provided to the consumer within 10 business days of receipt. In some circumstances of additional time may be required:
  - (i) Consumers are informed of the need for more time to complete the investigation.
  - (ii) the investigation will be completed within 20 days of receipt of the complaint.
6. If a mediator is required to complete the resolution Central Spark Victoria's representative is open to this option.
7. If a consumer is dissatisfied with the outcome of a complaint, the consumer can contact the following independent arbitrating bodies:

The Energy Ombudsman

<https://www.ewov.com.au/contact> Phone: 1800 500 509

Australian Consumer Affairs (ACCC)

<https://www.accc.gov.au/> Phone: 1300 302 502

Consumer Affairs Victoria

<https://www.consumer.vic.gov.au/contact-us> Phone: 1300 55 81 81\

Energy Safe Victoria

<https://www.esv.vic.gov.au/about-esv/contact-us/> Phone: 1800 800 158

Central Spark Victoria  
105 Fords RD Yapeen 3451  
0429053381  
admin@central-spark.com