



24 May 2018

Ms Rose Webb  
Commissioner  
NSW Fair Trading  
McKell Building  
2-24 Rawson Place  
Sydney NSW 2000

Dear Rose

### **Complaints Register Guidelines Review**

Thank you for the opportunity to comment on NSW Fair Trading's Issues Paper for this review.

The Energy & Water Ombudsman NSW (EWON) investigates and resolves complaints from customers of electricity and gas providers in NSW, and some water providers. Our comments are informed by these complaints, and also from our community outreach and stakeholder engagement activities.

While noting the specific feedback you are seeking, we are only providing general feedback, based on our expertise in complaint handling and reporting.

EWON welcomes NSW Fair Trading's initiative in conducting this review. Transparency of complaints reporting is critical in assisting consumers to make informed choices about where they shop and who they conduct business with. However we note that larger brands / entities may attract higher complaint numbers purely due to size and market share, and consumers need to be aware of this and factor it into their purchasing decision making.

EWON suggests that NSW Fair Trading give consideration to adding complaint categories to its reporting. These categories could include customer service, refunds or exchange, contractual terms and warranty problems. In EWON's experience, complaint categories, outcomes and case studies can, and do, influence consumers and this extra information may enable more informed choices.

If you would like to discuss this matter further, please contact Rory Campbell, Manager Policy & Research, on (02)

Yours sincerely

A handwritten signature in blue ink that reads "Janine Young".

**Janine Young**  
**Ombudsman**  
**Energy & Water Ombudsman NSW**