



BASELINE
— ENERGY —

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team@baselineenergy.com.au
ABN 11 697 207 300

Complaints Handling Policy

Baseline Energy Pty Ltd

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Baseline Energy Pty Ltd (“Baseline Energy”, “we”, “our” or “us”) is committed to responding to complaints in a fair, timely and professional manner.

This Complaints Handling Policy outlines the process for managing complaints relating to our advisory, brokerage and procurement services.

1. Purpose

The purpose of this policy is to:

- provide customers with a clear complaints process;
- ensure complaints are managed consistently and professionally;
- support continuous improvement of our services; and
- assist with compliance and customer service obligations.

2. What Is a Complaint?

A complaint is any expression of dissatisfaction relating to services provided by Baseline Energy, including:

- customer service;
- communication;
- procurement activities;
- billing or pricing discussions;
- data handling;
- delays or administrative issues; or
- interactions relating to retailers, metering providers or other service providers.

3. Lodging a Complaint

Complaints may be submitted by email, phone or in writing using the contact details below.

Customers should provide sufficient information to allow the complaint to be properly investigated.

Contact Details:

Baseline Energy Pty Ltd

Email: team@baselineenergy.com.au

Website: www.baselineenergy.com.au

4. Acknowledgement

Baseline Energy will aim to acknowledge complaints within two (2) business days of receipt.



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5. Investigation and Resolution

Baseline Energy will investigate complaints promptly and work in good faith towards a reasonable resolution.

Resolution timeframes may vary depending on:

the complexity of the matter;
involvement of third-party providers;
retailer or metering provider response times; or
the nature of the information required.

Where appropriate, Baseline Energy may refer complaints relating to retailers, metering providers or other third parties directly to those organisations for investigation or resolution.

Baseline Energy is not responsible for the operational performance, billing systems, market conduct or contractual obligations of third-party service providers.

6. Escalation

If a customer is dissatisfied with the outcome of a complaint, they may request that the matter be reviewed internally by management.

Baseline Energy will take reasonable steps to reassess the matter and respond appropriately.

7. Record Keeping

Baseline Energy may retain records of complaints, correspondence and resolutions for compliance, operational and service improvement purposes.

8. Continuous Improvement

Complaints and feedback may be used by Baseline Energy to improve systems, processes, communication and customer experience.

9. Policy Updates

Baseline Energy may amend this Complaints Handling Policy from time to time.

The latest version will be made available on request or published on our website.