

# AmpCharge Complaints Policy

Effective 01 September 2023

## Our Details

Ampol AmpCharge Pty Ltd ABN 26 661 933 599

Call us: 13 14 04

Email: [support@ampcharge.com.au](mailto:support@ampcharge.com.au)

Find out more: [ampcharge.com.au](http://ampcharge.com.au)



# AmpCharge Complaints Policy

Effective 01 September 2023

## 1. Introduction

At AmpCharge, we are committed to providing high-quality EV charging solutions and exceptional customer service. We understand that, occasionally, issues may arise that lead to customer dissatisfaction. Our Complaint Policy outlines the steps to follow if you have a concern or complaint, ensuring a prompt and effective resolution.

## 2. Purpose

This policy is designed to guide customers through the process of lodging a complaint. We are committed to receiving and addressing your concerns in an accessible, transparent, fair, and timely manner. We will consider all complaints as opportunities to improve, and they will be freely received by telephone, in writing (for example, letter, email) or in person.

## 3. Scope

This policy applies to all customers of AmpCharge who utilise our EV charging infrastructure at public charging locations, at work or at home.

## 4. Complaint Process

### Step 1: Contact Our Support Team

If you have a concern or complaint, please reach out to our Customer Support Team via phone or email to [support@ampcharge.com.au](mailto:support@ampcharge.com.au) providing detailed information about the issue. Our dedicated team will work diligently to address your concerns.

### Step 2: Acknowledgment

Upon receiving your complaint, we will acknowledge its receipt within 1 Business Day via email or phone, confirming that we are investigating the matter.

### Step 3: Investigation

Our team will thoroughly investigate your complaint to understand the issue at hand. We may require additional information from you to facilitate the investigation. In this case, the Customer Service Team will reach out to you via your nominated or preferred communication method.

### Step 4: Resolution

Once our investigation is complete, we will communicate the outcome to you within 10 business days. If the complaint is upheld, we will provide details of the proposed resolution plan, which may include actions we will take to rectify the issue.

## Step 5: Appeals

If you are dissatisfied with the resolution provided, you have the right to appeal. Please let us know within 10 business days if you wish to proceed with an appeal. An independent team within AmpCharge will review your case and provide a final decision within 10 business days.

## 5. Our Commitment

In all instances, we will:

- Treat you with respect.
- Take any complaint seriously.
- Respect your privacy.
- Manage your complaint with impartiality.
- Properly investigate and report on your complaint.
- Resolve your complaint with proper consideration to facts.

## 6. Confidentiality

We understand the sensitivity of personal and complaint-related information. Rest assured, your complaint and the details surrounding it will be handled in line with our Privacy Policy.

## 7. Continuous Improvement

We value your feedback and utilise complaints and feedback as opportunities for improvement. Regular analysis of complaints helps us identify trends and areas for enhancement in our services and infrastructure.

## 8. Contact Information

For any complaint, concern, or further information, please contact our Customer Support Team at 13 14 04 or [support@ampcharge.com.au](mailto:support@ampcharge.com.au). You can also visit our website at <https://ampcharge.com.au/contact-us> to get in touch.

We appreciate your understanding and cooperation as we strive to provide you with a seamless EV charging experience. Your feedback is invaluable in helping us maintain and enhance the quality of our services.

AmpCharge reserves its right to amend the Complaints Policy from time to time. Any amendments become effective when published on the Website. We recommend that you regularly check for amendments.

