

22. Dispute resolution

- (1) A responsible marketer must have a complaint handling and dispute resolution procedure in relation to its marketing that —
 - (a) complies with Australian Standard AS 4269:1995; and
 - (b) is available at no cost to customers and other persons contacted by or on behalf of the responsible marketer.
- (2) The procedure must include notifying such a customer or person that, if the complaint or dispute is not resolved to the customer's satisfaction, the customer or person may make a complaint to the gas industry ombudsman.
- (3) The procedure must include review by the retail supplier of complaints and disputes that relate to marketing carried out on behalf of the retail supplier if the retail supplier is not the responsible marketer in relation to the marketing.