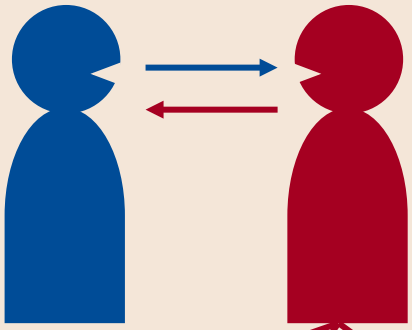
Complainant phones, writes to or visits the Energy and Water Ombudsman



No previous contact with energy/water provider	Previous contact with energy/water provider and no resolution	Referral to higher level contact and no resolution
Complainant referred to provider's complaints process	Complaint referred to higher level contact at energy/water provider	Energy and Water Ombudsman investigates the complaint
If still not satisfied, complainant can come back to Energy and Water Ombudsman	If still not satisfied, complainant can come back to Energy and Water Ombudsman	If the complaint is sustained, Energy and Water Ombudsman decides on appropriate remedy