

## **THE ENERGY EXPERTS PTY LTD**

### **COMPLAINT HANDLING PROCEDURE**

1. **Listen to the complaint.** Thank the customer for bring this matter to our attention. Seek to gain an understanding of what has happened and check we understand the details of why the person is making the complaint by asking relevant questions.
2. **Be polite and understanding.** Remain calm and advise that we are here to help and want to resolve the problem as soon as possible.
3. **Record details of the complaint.** Go through the complaint in detail so we can understand exactly what the problem is. Keep records of all complaints in one central place or register. This will help us identify any trends or issues.
4. **Get all the facts.** Check that we have understood and recorded the details of the complaint correctly. Ask questions if necessary.
5. **Discuss options for fixing the problem.** Ask the customer what response they are seeking; it could be a repair, replacement, refund, or apology. Decide if the request is reasonable.
6. **Advise other relevant staff of the complaint.** Email other relevant staff members about the complaint so they know exactly what the problem is. Decide with the relevant staff members how to resolve the issue. Make procedural changes to minimise the likelihood of the same issue reoccurring.
7. **Act Quickly.** Promptly provide a minimum of 2 options to fix the problem. This may be monetary or a return to site to address the issue. Aim to resolve the complaint quickly. If we take a long time, the issue tends to escalate.
8. **Keep your promises.** Keep the customer informed if there are any delays in resolving their request. Do not promise things that we cannot deliver.
9. **Follow up.** Contact the client once the resolution has been implemented to see if they are satisfied with how their complaint was handled. Advise them what we are doing to avoid the problem in the future. Make sure our staff are trained to follow our procedure when handling complaints and that they have the power to resolve issues as quickly as possible. Encourage our customers to provide feedback and complaints so that they let us know when there is a problem and give us the opportunity to resolve it.
10. **Feedback.** Feedback on the outcome of complaints will be provided to the consumer within 21 days of the complaint's receipt, and should further time be required, any necessary further investigation will be completed within 45 days of the receipt of the complaint.
11. **Fair Trading** – [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)  
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