



CleanTech
ENERGY

CleanTech Energy Complaints and Dispute Policy

V1808-2



CleanTech
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1. Purpose

Cleantech Energy continually strives to remove any factor that would lead to the dissatisfaction of our customers although we understand that this may not always be possible prior to it being brought to our attention. Therefore, we hold the view that complaints and disputes bring not only something that demands swift and fair resolution but also an opportunity for improvement.

This policy intends to provide guidance and clarity for customers and staff on how a complaint is made and how a complaint will be handled by CleanTech Energy.

This policy applies to all staff receiving or managing complaints from customers regarding our products and services.

Where a complaint or dispute comes from another participant in the National Energy Market (NEM) and is directed at CleanTech Energy's role in the NEM, the separate process set out in Chapter 8 of the National Electricity Rules will be applied.

2. Objective

We are committed to an integrated complaint handling process and to providing the necessary support and resources for that process to operate effectively (including the provision of appropriately trained staff, and having robust complaints reporting procedures in place.)

In developing this CleanTech Energy has ensured that its customer complaints management process is compliant with the Australian/ New Zealand Standard AS/NZS 10002: 2014 Guidelines for complaint management in organisations.

2.1 Visibility

We will ensure that information about how to make complaints and how we will handle any complaint is well publicised and easily available to customers, our employees and other interested parties, including by:

- Making this policy freely available on the website
- Providing free copies of this policy on request
- Setting out our contact details in this policy, so that readers can contact us for further information or to raise a complaint;
- Cross-referencing this policy for the Energy Ombudsman in each jurisdiction in which we operate in all energy documents, including our standard retail contracts and market retail contracts, to facilitate the referral of complaints to the appropriate Energy Ombudsman, where required.

2.2 Accessibility

We will ensure that our complaints handling processes are easily accessible to all customers who wish to make a complaint; including through

- The visibility measures set out above;
- Providing a range of methods through which complaints can be lodged, including online, telephone, email, post and:
- Providing appropriate complaint lodgement arrangements and other support for customers with special needs, including by providing interpreter services where necessary.

2.3 Responsiveness

We will respond appropriately to your complaint by:

- Using best endeavours to respond to a small customer written enquiry or complaint within 5 days by answering the enquiry or complaint acknowledging its receipt and indicating how we will deal with the complaint or enquiry.
- Otherwise writing to the customer within 10 business days to acknowledge receipt of the complaint
- Responding to small customer's telephone enquiry in accordance with our lawful obligations;
- Recording the complaint in our complaints log
- Advising the customer of the period in which we expect to address the complaint
- Assigning the complaint to the relevant department at CleanTech Energy
- Addressing your complaint in a timely fashion
- Tracking the progress of the complaint in the complaints log

- Updating the customer with the progress of the complaint and the period in which we expect to see it resolved
- Advising the customer of our proposed resolution to the complaint as soon as practically possible

2.4 Objectivity

We will ensure that your complaint is addressed in a manner that is

- Fair
- Flexible
- Objective
- Impartial
- Consistent with this policy and our handling of any previous complaint if a similar nature.

2.5 Charges

No fee will be imposed in relation to lodging a complaint or requesting information in relation to complaints or a copy of this policy

Accountability

We will ensure we are fully accountable for your complaint by:

- Giving you an opportunity to ask questions
- Providing you with the contact details of the Energy Ombudsman and advising you the right to refer your complaint to the Energy Ombudsman if your complaint is not resolved satisfactorily.
- Providing complaints resolution procedures in accordance with the complaints resolution policy;
- Recording the details of the complaint in the complaints log and using this information to measure broader customer satisfaction.

Continual Improvement

We will seek to continually improve our customer service and our complaints resolution policy and procedures by;

- Reviewing and updating the policy on a regular basis
- Recording the details of the complaint in the complaints log and using this information to measure broader customer satisfaction.

3. Definition of a complaint

A complaint is an expression of dissatisfaction made to CleanTech Energy where a response or resolution is expected. It may be related to products, services, policies, procedures or complaints-handling process itself. A complaint also includes a request from small customer to review their bill.

4. What happens when a complaint is received

When a complaint is received

- We will listen to or consider your complaint, provide relevant information to you and take all responsible steps to resolve the complaint;
- We will accurately record the details of the complaint, give it fair and genuine consideration and seek a fair outcome
- We will investigate and enquire into the complaint and consult with all necessary staff within a reasonable timeframe
- We will keep you informed of any progress and seek to resolve the complaint quickly and directly in a way that is fair and reasonable;
- We will treat the complaint with respect and handle personal information in accordance with our Privacy and Credit Reporting Policy
- If appropriate we will recommend changes or action to remedy the situation to prevent the situation recurring
- We will promptly inform you of the outcome of the complaint and the reasons for the outcome
- If you are dissatisfied with the outcome, we will advise you that you can request to have your decision reviewed internally or/ and reviewed by The Energy Ombudsman
- If the complaint is associated with a sales activity, we reserve the right to request a voice recording on the conversation.
- If your distributor contacts us with the details of a customer complaint, we will deal with that complaint expeditiously and in accordance with this policy;
- If you make a complaint regarding the distribution system or customer connection services, then we will refer you to them direct by providing you with their relevant contact details.
- If we become a failed retailer, we will maintain our procedures and communication channels with our former customers to raise and resolve complaints and issues

5. How to raise a complaint

1. Get in contact with us

We ask that you contact us if you are unhappy with the service that we have provided, you can contact us by;

Telephone; 08 6147 7555

Email accounts@cleantechenergy.com.au

Post PO Box 262 West Perth WA 6872

2. Escalate your complaint if necessary

If our team members are not able to provide you with a satisfactory resolution, you can immediately escalate your complaint to the Regulatory and Compliance Manager who will take ownership of the complaint and work with you to fix the problem.

3. If necessary, register an official complaint,

if you are unsatisfied with the resolution you can register an official complaint, you will need to provide as much information as you can in relation to the complaint and we will record it in our complaints log. We will track the progress against the requirements set out in this policy.

4. If necessary, escalate the complaint to the General Manager

If our Regulatory and Compliance Manager is not able to provide you with a satisfactory resolution, you can request to escalate your complaint to the General Manager.

5. Refer the complaint to the Energy Ombudsman

If after all our best efforts, we were unable to resolve your complaint then you can refer the issue to the Energy Ombudsman

Energy and Water Ombudsman SA

Telephone: 1800 665 565

Website: www.ewosa.com.au

Address: GPO Box 2947, ADELAIDE, SA 5001

Submit a complaint: <http://www.ewosa.com.au/index.php/about/submit-a-complaint>

6. Review

This policy will be reviewed regularly to assess its performance and updated to ensure it complies with the relevant law and statutes. A copy of this policy is available to download from our website www.cleantechenergy.com.au or a free copy is available on request.