



Appendix E
CleanTech Energy

Complaints and
Disputes Resolution
Policy

CleanTech Energy Pty Ltd Standard Complaints and Disputes Resolution Policy

Version Number V1808 – 3

CleanTech Energy Pty Ltd

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Purpose and Scope

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

1. Our commitment and approach

Cleantech Energy is committed to working with our customers and we continually strive keep our customers satisfied and remove anything that may lead to dissatisfaction with our company. We understand that, at times, this may not be possible prior to the matter being brought to our attention.

Whilst we do our best to keep customers satisfied all the time, we recognise that sometimes things don't go to plan. We learn from our mistakes, and welcome feedback from customers, whether it is good or bad.

We encourage you to contact CleanTech Energy directly in the first instance to enable a quick and effective resolution of any issue.

The purpose of this policy is to provide guidance and clarity for our customers and staff on how a complaint is made and how it will be handled by us at CleanTech Energy.

2. Definition of a complaint

What is a “customer complaint”? It is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is expected.

3. Complaints

Our Standard Complaints Handling and Dispute Resolution Policy conforms to Standards AS/NZ 10002:2014 Guidelines for complaint management in organisations

We are committed to ensuring that complaints are resolved in accordance with this Standard.

4. Objective

We are committed to a highly integrated complaint handling procedure, and to provide the necessary assistance and resources for that process to operate effectively, including the establishment of properly trained staff and having vigorous complaints reporting procedures in place.

a) Visibility

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

- Making this policy readily available on our website
- Providing you with a free copy of this policy on request
- Setting out our contact details in this policy, so that you 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 related energy documents, including our standard and non-standard form (retail market) contracts, to facilitate the referral of complaints to the appropriate Energy Ombudsman, where required.

b) Accessibility

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

- The measures set out above in point *a) Visibility*.
- Providing a range of methods through which complaints can be lodged, including online, telephone, email, post, TTY and.
- Providing appropriate complaint lodgement provisions and other assistance for customers with special needs, including by providing TTY services where necessary.

c) Responsiveness

We will suitably respond to your complaint by:

- Using our best endeavours to respond to a customer's written enquiry or complaint within 5 days by addressing the enquiry or complaint and acknowledging its receipt and explaining 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 a small customer's telephone enquiry in accordance with our lawful obligations.
- Recording the complaint in our complaints register
- Advising the customer of the timeframe in which we expect the complaint to be addressed
- Assigning the complaint to the relevant person at CleanTech Energy
- Addressing your complaint in a timely fashion
- Tracking the progress of the complaint in the complaints register
- Updating the customer with the progress of the complaint and any changes in the time frame in which we expect to see it resolved
- Advising the customer of the outcome and our proposed resolution as soon as reasonably possible

d) Objectivity

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

- Fair
- Timely
- Protective of your privacy
- Reasonable
- Objective
- Impartial
- Consistent with the law and market rules, this policy and precedent set by our handling of a previous and similar complaint.

e) 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.

f) Accountability

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

- Giving you the opportunity to ask questions and seek explanations
- Providing you with the contact details of the Energy Ombudsman and advising you the right to refer your complaint to the relevant Energy Ombudsman if it is not resolved satisfactorily by us.
- Providing complaints resolution procedures in accordance with the complaint's resolution policy.
- Recording the details of the complaint in our complaints register and using this information to measure broader customer satisfaction.

g) 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 register and using this information to measure broader customer satisfaction.

4. What happens when a complaint is received

When a complaint is received:

- We will listen to your complaint, provide relevant information to you and take all responsible steps to resolve the complaint.
- We will record the details of the complaint, give it fair and genuine consideration and seek a fair outcome
- We will investigate and inquire 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 private information in accordance with our Privacy and Credit Reporting Policy
- If appropriate, we will recommend changes or actions to fix the situation to prevent it from occurring again
- We will promptly notify 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 Any complaints made to CleanTech Energy about a marketer acting on CleanTech’s behalf will be dealt with in accordance with this policy.
- 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 and our obligations as a retailer under relevant laws and codes.
- If you make a complaint regarding the distribution system or customer connection services, then we will refer you to the distributor 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 so that we can address the situation. You can contact us by.

Telephone	08 6147 7555
Email	info@cleantechenergy.com.au
TTY	133 677
Post	PO Box 262 West Perth WA 6872

2. Escalate your complaint if necessary

If our team member does not provide you with a satisfactory response, you can immediately escalate your complaint to the General Manager who will take ownership of the complaint and work with you to fix the problem.

- You can email attention General Manager - info@cleantechenergy.com.au or
- phone (08) 6147 7555 and ask to speak to the General Manager or
- via mail Attention General Manager – PO Box 262 West Perth WA 6872

3. Refer the complaint to the Energy Ombudsman

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

Energy and Water Ombudsman Contact Information

Victoria

Telephone: 1800 500 509
Interpreter service 131 450
Website: www.ewov.com.au
Address: Reply Paid 469, Melbourne VIC 8060
Email: ewovinfo@ewov.com.au

ACT

Telephone: 1800 060 789
Website: www.ombudsman.act.gov.au
Address: GPO Box 442, Canberra ACT 2601
Online Complaint: www.ombudsman.act.gov.au/making-a-complaint

New South Wales

Telephone: 1800 246 545
Website: www.ewon.com.au
Address: Reply Paid 86550, Sydney South NSW 1234
Email: complaints@ewon.com.au

Queensland

Telephone: 1800 662 837
Website: <http://www.ewoq.com.au>
Address: PO Box 3640 South Brisbane BC Qld 4101
Email: complaints@ewoq.com.au

South Australia

Telephone: 1800 665 565
Website: www.ewosa.com.au
Address: GPO Box 2947, Adelaide, SA 5001
Online Complaint: www.ewosa.com.au/index.php/about/submit-a-complaint

Tasmania

Telephone: 1800 001 170
Website: www.energyombudsman.tas.gov.au
Address: GPO Box 960 Hobart 7001
Email: energy.ombudsman@ombudsman.tas.gov.au

Western Australia

Telephone: 1800 154 004
Website: <http://www.ombudsman.wa.gov.au>
Address: PO Box Z5386 St Georges Terrace Perth WA 6831
Email: energyandwater@ombudsman.wa.gov.au

6.Privacy

CleanTech Energy understands the importance of privacy. CleanTech Energy commits to protect the privacy of our customers, and everyone we deal with in our business for complaint handling. CleanTech Energy is committed to maintaining the confidentiality of a customer's personal information and will not disclose it to third parties unless required to do so under relevant privacy legislation.

7.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.