



Sustainable Savings Complaints Handling Policy and Procedure

Version 3: 7 February 2020

Overview

Sustainable Savings Pty Ltd (Sustainable) is committed to providing a reliable and hassle-free service to our customers. Unfortunately, things can go wrong at times and Sustainable will endeavour to resolve these matters promptly.

We recognise that feedback received from our customers is valuable in making improvements to our business so we can provide our customers with the best possible service.

Sustainable will:

- Attempt to resolve your complaint at first contact.
- Escalate the matter if you're not happy with the resolution offered.

At times, complaints can be by way of negative feedback, which may not require a resolution or formal follow-up. If the expectations in this regard are unclear a response will be provided.

This policy is designed to provide guidance on the manner in which Sustainable receives and handles complaints. In particular, this policy is designed to achieve alignment with the requirements of AS ISO 10002-2006 (Customer Satisfaction – Guidelines for complaints handling in organisations), and the Clean Energy Council's Solar Retailer Code of Conduct (Oct 2015).

In accordance with these documents, a complaint under this Policy is defined as follows:

An expression of dissatisfaction made to an organisation, related to its products or services that are offered or provided, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

Process

Report

If at any time you feel that the service you have received from us is unsatisfactory, please contact us first and provide us with the necessary information so we can assist you. When making a complaint, please provide the following information:

- Name
- Customer Number
- Address

Give us a chance to fix the problem directly. We will investigate what went wrong and seek an immediate solution. You can provide us with your feedback or make a complaint via these avenues:

- speak to one of our customer service staff via telephone on business days between 9am and 5pm on 08 7120 6366 (please note local call costs may vary and mobiles may incur a higher charge);
- electronically via the feedback form on our website at <https://www.sustainablesavings.com.au/>
- Send us an e-mail with your details to enquiries@sustainablesavings.com.au .

For online submissions, your message will be acknowledged within three business days. If an immediate resolution can't be reached, you will be advised of the expected timeframe for resolution, and sent regular progress updates.



Internal Escalation

If Sustainable cannot resolve your complaint within 10 business days and you're not happy with how things are progressing – please let us know and we will escalate the matter to one of our Team Leaders.

If Sustainable has attempted to resolve your complaint or dispute and you are still not satisfied with the results, you can request for the matter to be reviewed by a Team Leader. Our Team Leaders will work with you to further understand and resolve your complaint. You have the right to enquire as to the status of your complaint by contacting the Team Leader who has been identified to you as handling your complaint.

You will be advised on the outcome of your complaint within 21 days of receipt. If additional time is required, you will be informed of the revised date, which will be no later than 45 days after the receipt of the complaint.

Escalation to Fair Trading Office

If you are not satisfied with the outcome of our internal escalated review of your complaint you can refer your dispute to the relevant state industry ombudsman or consumer affairs body who will conduct an independent investigation at no cost to you. If we are advised by such a body that a complaint has been made against us, we will notify the Clean Energy Council within ten business days.

ACT: Fair Trading, 13 22 81, <https://www.accesscanberra.act.gov.au/app/home/fairtrading>

NSW: Fair Trading, 13 32 20, <https://www.fairtrading.nsw.gov.au/>

NT: Consumer Affairs, 1800 019 319, <https://consumeraffairs.nt.gov.au/>

Qld: Office of Fair Trading, 13 74 68, <https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams>

SA: Consumer and Business Services, 131 882, <https://www.cbs.sa.gov.au/>

Tas: Consumer, Building and Occupational Services, 1300 654 499, <https://www.cbos.tas.gov.au/>

Vic: Consumer Affairs, 1300 558 181, <https://www.consumer.vic.gov.au/>

WA: Consumer Protection, 1300 304 054, <https://www.commerce.wa.gov.au/consumer-protection>

National: Australian Competition and Consumer Commission, 1300 302 502, <https://www.accc.gov.au/>

Record Keeping

Sustainable will maintain records of complaints and their outcomes. At minimum this includes the date at which a complaint was received, the type of complaint, the status of the complaint, and the date at which the complaint was resolved.

Guiding Principles

In preparing this Policy, Sustainable has endeavoured to align our procedures with the relevant legal requirements and current best practice. In particular, this Policy is designed to satisfy the requirements of AS ISO 10002-2006 (Customer Satisfaction – Guidelines for complaints handling in organisations).

As outlined in AS ISO 10002-2006, Sustainable considers the following guiding principles of effective complaints handling:



Principle	Our response
Visibility and accessibility	Our Complaints Handling Policy is available on our website and accessible to our staff. The Policy is easy to understand and includes details on making and resolving complaints.
Responsiveness	Complaints will be handled in an efficient and effective manner. Complainants will be treated courteously and kept informed of the progress of their complaint throughout the complaint-handling process.
Objectivity	Each complaint is addressed in an equitable, objective and unbiased manner through the complaints-handling process.
Confidentiality	We are committed to compliance with the laws that protect customers' personal information including the Privacy Act 1988 (Cth). In relation to any feedback procedure, we may need to collect, use or disclose personal information to respond to your enquiry, investigate and resolve a complaint, and for any other purposes identified in our privacy policy from time to time. Personally identifiable information concerning the complainant is actively protected from disclosure unless the complainant expressly consents to its disclosure.
Customer-focused approach	Sustainable are committed to efficient and fair resolution of complaints. We actively solicit feedback from our clients and acknowledge a client's right to complain.
Accountability	Sustainable accepts responsibility for effective complaints handling and will ensure that issues raised in the complaints handling process are reflected in performance evaluation.
Charges	No charge will be levied for making a complaint.
Continual improvement	These procedures have been developed in line with the Australian Standard AS ISO 10002:2006 (Customers Satisfaction – Guidelines for complaints handling in organizations). Sustainable conducts annual reviews of these procedures to ensure our current processes remain aligned with best practice approaches.

Other Languages

For an interpreter service for languages other than English please call: 13 14 50

Arabic: إذا كنت بحاجة إلى مترجم إتصل بالرقم: 13 14 50

Chinese: 如果您需要翻譯, 請致電 : 13 14 50

Croatian: Ako trebate tumača, nazovite: 13 14 50

Greek: Αν χρειάζεστε διερμηνέα, τηλεφωνήστε: 13 14 50

Italian: Se hai bisogno di un interprete, chiamate: 13 14 50

Persian: اگر شما لازم است, فراخوان 131 450

Polish: Jeżeli potrzebujesz tłumacza, zadzwoń: 13 14 50

Portuguese: Se você precisar de um intérprete, ligue para: 13 14 50

Serbian: Ако треба тумача, назовите: 13 14 50

Spanish: Si usted necesita un intérprete, llame al: 13 14 50

Turkish: Eğer bir tercümana ihtiyacınız Arama: 13 14 50

Vietnamese: Nếu bạn cần một thông dịch viên, xin gọi: 13 14 50

If you have a hearing or speech impairment, please call via the National Relay Service: Dial 133 677 from your TTY phone.