



# Complaint Handling Policy and Procedures

## Aztek Wind and Solar Pty Ltd

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## Policy statement

Aztek Wind and Solar Pty Ltd is committed to continually improving the products and services we provide by welcoming feedback from customers.

We want to ensure that any person or organisation using our services or is affected by our operations, has the right to lodge a complaint for services that we have provided that are not satisfactory.

We value your feedback and commit to resolving issues quickly, fairly, efficiently and with courtesy.

Your rights to confidentiality, access, equity, and transparency shall be maintained throughout the complaints handling process.

The intent of this policy is to communicate and document a complaints and appeals management process that:

- provides a means for receiving complaints or feedback
- is easily accessed and practical
- is understood by our customers
- meets the requirements of our business in alignment with our products and services
- provides for a fair, equitable and timely response
- is in compliance with regulatory and legislative requirements.

## Definitions

**Complaint:** an expression of dissatisfaction made to or about our business regarding our staff, services or products that warrants response or resolution

**Complainant:** the person or entity that makes a complaint

**Escalation:** the process of referring complaints to other persons for additional management action

## Principles

The following principles guide our organisation and commitment for managing customer complaints.

We shall:

- ensure our customers are encouraged to raise concerns about the service or product they are provided
- accept all complaints from customers, suppliers, and members of our community
- recognise the importance of complaints that are submitted to us
- ensure confidentiality of all parties is maintained throughout the process
- commit to the resolution of complaints that satisfies all parties
- endeavour to manage complaints within a timely manner
- maintain communications with all parties during the process
- provide employees with training on this policy and procedure
- provide awareness on escalation options if required
- ensure complainants are not disadvantaged by submitting a complaint under this process
- ensure management reviews include complaints data to identify improvement opportunities
- continually monitor and improve the complaints management system

## Processes

### Information for customers

Aztek Wind and Solar Pty Ltd complaints and appeals processes will be fully documented for customers when providing our services and upon request.

All customers will be informed of our complaints management process as required.

We shall advise potential complainants:

- how to submit a complaint
- who the contact person is at our organisation
- how we will deal with the complaint
- how we will advise the outcome of the complaint

## Training procedures

Employees shall receive training on complaints management processes during their induction, and as part of ongoing training.

Managers will undergo training for complaints management and resolution to support customers and others through the complaint process and appropriately respond to complaints in an empathetic manner.

## Making a complaint

We accept complaints either in writing or verbally through:

- the employee they were dealing with at the time
- a manager or supervisor of that employee
- a Director, or
- an external body such as the ACCC, CEC, NETCC or Solar Victoria

Complaints may be made by:

- submitting a complaint via email to solar@aztek.net.au
- sending written complaints to Aztek Wind and Solar, P.O Box 90, Kinglake Vic 3763 via post. A director will be responsible for receiving this correspondence and directing it to the appropriate person
- calling mobile 0409 179 169

If the complaint is about an employee, the complaint will normally be dealt with by the Director(s).

## Process for complaints and appeals management

Where an employee is provided a complaint, they are responsible for:

1. **Receiving the complaint by:**
  - listening to the complainant, acknowledging the concern, and advising of our complaints management process
  - discussing with the complainant an agreed upon resolution and action
2. **Processing the complaint by:**
  - updating the complaints register
  - communicating with the complainant
3. **Investigating the complaint or appeal by:**
  - examining information relevant to the complaint
  - investigating the complaint and determining a response
  - communicating with the complainant on the determination and outcome of the complaint and next steps for resolution
  - resolving the complaint in a timely manner and, if delays occur, advising the complainant accordingly
4. **Responding to and resolving the complaint by:**
  - making a decision of resolution and/or escalation within 14 days of the complaint being received
  - informing the complainant of the outcome and the reasons for any decisions made (and if so, what will be done to resolve it)
  - resolving the complaint (and how this has been achieved); or if no further action can be taken, the reasons for this
  - informing the complainant of any options for further action if required
5. **Reviewing the complaint.**
  - If the complainant is not satisfied with the investigation and proposed resolution of their complaint or appeal, they can seek a further review of the matter an external body such as the ACCC, CEC, NETCC or Solar Victoria

## Complaints involving specific staff members

The Director(s) has full responsibility for resolving complaints or disputes involving staff members.

External complaints by customers made against a staff member will be managed by the Director(s) who will:

- notify the staff member of the complaint and its nature
- investigate the complaint and interview persons involved
- mediate the matter as necessary to reach an agreed resolution
- take other appropriate action as they see necessary.

## Cooperation in external investigations

If any person makes a complaint about Aztek Wind and Solar Pty Ltd to an external body, the Director(s) shall be responsible for liaising with the body responsible for investigating the issue.

Aztek Wind and Solar Pty Ltd will fully cooperate in any investigation which may take place. This includes participating in early resolution, conciliation, and/or reporting to the body about resolution and corrective actions if required.

## **Record keeping**

A complaints register shall be maintained by the business and kept for a minimum of 7 years after the complaint has been made. The register will be maintained within our records management system and will record the following for each complaint or appeal:

- name and contact details of the complainant
- details of the complaint
- actions taken
- date submitted and date closed.

All correspondence shall be maintained in our records management system. Information shall be treated as confidential and access restricted.

## **Continuous improvement of the complaints management system**

The complaints management policy and process shall be reviewed and evaluated every year when management conducts its annual review of our quality system. This will include:

- review of the Complaints Management System
- corrective actions and improvement opportunities identified to improve the system
- forward plans to ensure continual improvement

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