

## Complaints Handling Policy & Procedure

Application: This Document outlines our Policy with regard to and a Formal Procedure for handling & resolving a Complaint made by a customer in relation to a Product or Service delivered by **In Series Electrical and Solar Pty Ltd**. In the interest of Transparency, it deliberately combines both a Policy, a General Procedure & a Detailed Procedure for Record-Keeping in one document to be used by both **In Series Electrical and Solar** and Customers.

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## 1 Introduction

### 1.1 Aim and Objective of Complaints Handling Policy.

In Series Electrical and Solar Pty Ltd is committed to delivering high quality products and services to our customers. In Series electrical and Solar will foster an environment in which customers can exercise their rights to raise issues of concern. In Series Electrical and Solar Pty Ltd welcomes complaints and feedback as opportunities to continuously evaluate and improve our activities.

The aim and objective of this policy is to provide guidance as to the way In Series Electrical and Solar receives and handles complaints in respect of our business activities and dealings with customers and clients. It aims to assist you, the customer, together with In Series Electrical and Solar in dealing with and resolving complaints in a fair, efficient, effective, and professional manner.

In Series Electrical and Solar provides general electrical services and specialise in design, installation and commissioning of grid connect, hybrid and off grid solar systems. We also offer system maintenance checks and external monitoring of your system.

In Series electrical and Solar continually strives to deliver a positive customer experience with every interaction. We understand, however, that we may not be able prevent some level of dissatisfaction despite our best efforts.

### 1.2 Background

In creating this policy, In Series Electrical and Solar has sought to ensure that our procedures accord with relevant legal requirements and best practice. This policy has been created to satisfy the requirements of Australian/New Zealand Standard AS/NZS 10002:2014

Customer Satisfaction- Guidelines for Complaint Management in Organisations

### 1.3 What is a Complaint?

AS/NZS 10002:2014 Guidelines for Complaint Management in Organisations, defines a complaint as follows:

“An expression of dissatisfaction made to an organisation, related to its products, or the complaints–handling process itself, where a response or resolution is explicitly or implicitly expected.”

In Series Electrical and Solar adopts that definition of “Complaint” for the purposes of this Policy.

In particular, we note that:

- a Complaint requires a Response and/or Resolution.

Which can be distinguished from:

- Negative Feedback which does not necessarily require a Response.

Note that while such Feedback can be valuable for improving our Processes and Procedures, this policy does not apply to such feedback as such as it does not fall under the definition of a complaint as set out above.

## 2. Guiding principles for effective handling of complaints.

In Series Electrical and Solar abides by the guiding principles as set out by the Australian/New Zealand Standard AS/NZS 10002:2014 Guidelines for Complaint Management in Organisations and ISO 10002-2006 for effective handling of complaints. The guiding principles set out include:

### Visibility

Information about how and where to complain should be well publicised to customers, clients, In Series Electrical and Solar and other interested parties. This Policy will be available on the In Series Electrical and Solar website and internally.

### Accessibility

The Complaints Process as outlined in the policy should be easily accessible to complainants and all relevant representatives of In Series Electrical and Solar. This policy is drawn in a manner that is easy to understand and sets out simply the process of making and resolving of complaints.

### Responsiveness

Receipt of each complaint is acknowledged to the complainant immediately. Complaints will be addressed promptly in accordance with their urgency. Complaints will be handled in a fair, efficient and effective manner. Complainants will also be treated courteously and kept informed of the process of the complaint through the complaints-handling process.

### Objectivity

Each complaint will be addressed in an equitable, objective and unbiased manner through the complaints-handling process.

## Charges

The complaints-handling process is free of charge to the complainant.

## 3 Complaints Handling Procedure

### 3.1 How may a complaint be made?

Where possible, Complaints should be made in writing so that the details of the complaint are clear and complete and so that we may more effectively deal with the complaint. Further, where possible, Complaints should be submitted via Email to info@inseries.com.au with “Formal Complaint” in the Subject Line.

If this is not possible or convenient, Complaints can be directed by Mail to:

In Series Electrical and Solar, 147 Henry Street, Launceston, Tas 7250, with “Formal Complaint” at the Head of the Letter detailing the Complaint.

## Confidentiality

Personally identifiable information concerning the complainant is actively protected from disclosure unless the complainant expressly consents to its disclosure.

## Customer-focused approach

In Series Electrical and Solar is committed to adopting a customer-focused approach to dealing with complaints. We are open to feedback, including about the form of lodgement of complaints, and we acknowledge the right of our customers and clients to complain.

## Accountability

In Series Electrical and Solar and its employees accept responsibility for effective complaints handling procedures, including being accountable for and reporting on the actions and decisions of In Series Electrical and Solar in respect to complaints handling.

## Continual improvement

In Series Electrical and Solar is committed to continually improving its complaints handling processes.

### 3.2 Information to be provided when making a complaint

When making a complaint, please provide the following information:

- Your Name, the organisation you are from (if applicable), your position and contact

details;



- Your relationship with In Series Electrical and Solar;
- Details of the complaint (including the Date that the conduct and or service giving rise to the complaint occurred);
- Details of any person or persons of In Series Electrical and Solar involved (if applicable);
- Copies of any documentation that supports the complaint.

### **3.3 Help with making a complaint**

If you require any assistance in formulating or lodging a complaint, please contact the General Manager at the contact details set out above.

### **3.4 Acknowledgment of complaint**

We will acknowledge receipt of a complaint promptly upon receipt. If a complaint is received by Email, it will be acknowledged by Email. If a complaint is received by postal mail, it will be acknowledged by postal mail.

The Initial Complaint will be recorded immediately upon receipt.

### **3.5 Your rights in the complaints process.**

Complainants have the right to enquire as to the status of their complaint by contacting the General manager or any other employee or representative of In Series Electrical and Solar who has been identified to the complainant as handling the complaint.

### **3.6 Responding to a complaint**

Once we have reviewed a complaint, we will provide the complainant with a Written Response.

The Written Response must be provided to the complainant within 21 days of receipt.

Where additional time is required:

(i) The Complainant will be informed in Writing of the need for more time to complete Investigation.

### **3.7 Procedure for Record Keeping.**

To be followed up by the General or HR Manager upon Receipt of a Formal Written Complaint.

Written Complaints are to be stored on digital file.

Notes are to be kept during All Verbal Discussion with the Complainant.

Copies of All Notes and All Written Correspondence are to be kept on file in the 'Complaints' folder..

These Documents must be saved in PDF Format.

Where the Correspondence is received as an Email, print the Email to PDF.

Where the Correspondence is received by Postal Mail, it must be scanned and saved as a PDF.

Where Notes of Verbal Discussion are made, these can be made initially in Any Format (eg. Text or MS Word ... or Hand-Written) but they must be exported to or scanned & saved as a PDF.

The Files recording Correspondence must be named as follows: YYYYMMDD\_HHMM (where "HH" is the Hour and "MM" are the Minutes past the Hour). It is useful to append some Description after the Date and Time.

### **3.8 Further action**

If a complainant remains dissatisfied with the manner in which the complaint has been handled, the complainant may have the right to refer the complaint to some other external resolution body.

Such external resolution bodies include:



Consumer Affairs Tas <http://www.cbos.tas.gov.au/> 1300 654 499

The Clean Energy Council <https://www.cleanenergycouncil.org.au/> 03 9929 4100

Tasmanian Energy Ombudsman <http://www.ombudsman@ombudsman.tas.gov.au> 1800 001 170

ACCC <https://www.accc.gov.au/>

#### 4 Quality Assurance

Complaints will be analysed by our General or HR Manager at regular intervals to identify any recurring or systemic problems. If any such problems are identified, we will consider what actions we need to take to address any such problems.

Our complaints handling process will be reviewed periodically in order to enhance our delivery of efficient and effective outcomes in respect of complaints received.

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