

REVISION HISTORY			
REV	Description of Change	Author	Effective Date
1	Creation	Vanitha Vythilingam	8/11/2019
2	REPS Update	Vanitha Vythilingam	6/01/2021

## PURPOSE

The purpose of this policy is to ensure that Your Energy Saving Solutions Pty Ltd (YESS) achieve excellence in complaints management by:

- dealing with complaints in a professional, efficient and fair manner;
- properly managing its relationship with stakeholders; and
- as a learning organisation, developing and continuously improving its services.

## POLICY STATEMENT

YESS is committed to effective complaints management by managing complaints in an open, transparent, accountable, timely and fair manner, in compliance with the Australian Standard on complaints management (AS/NZS ISO 10002:2014 Guidelines for Complaint Management in Organisations and its Guiding Principles of Complaints Management). YESS is also committed to continuous improvement of complaints management through regular monitoring and reporting mechanisms to identify areas of potential improvement.

## IMPLEMENTATION

### APPLICATION/SCOPE

This policy deals with the process for dealing with complaints, from first notification to a successful resolution. It shall also be used as a tool for the identification of training and corrective action, through an identification and analysis of root causes, to improve customer service.

YESS will provide access to all customers, personnel and interested parties, to register feedback through publicised pathways of communication.

This policy applies to YESS, its employees and contractors (where applicable) and any other personnel notified that this policy applies to them.

### GUIDING PRINCIPLES

Our customer complaints management is aligned to the guiding principles outlined in the Australian/New Zealand Standard on complaints management.

<b>Principles</b>	<b>Application to YESS</b>
Visibility and Accessibility	YESS clearly display information on how and where a complaint may be made on our websites.
Responsiveness	YESS will respond to customer complaints in a timely manner.
Objectivity	Each complaint is addressed in an equitable, objective and unbiased manner through the respective YESS complaints – handling process
No charges	No fees will be applied to investigate a complaint regarding any aspect of service delivery.
Confidentiality	YESS respects the privacy and confidentiality of customers and the information received during the complaints process, while at the same time making its decisions open and accountable.
Customer Focused approach	YESS cultivates a feedback-oriented culture through systems, processes and behavioural aspects developed for the management of complaints and feedback for improvement.
Accountability	YESS and its senior management are fully committed to an integrated complaints management system and will provide the necessary support for it to operate effectively.
Continual improvement	YESS will record all complaints data received, and at appropriate intervals, evaluate the information contained in those records to examine the causes of complaints and whether remedial action is warranted.

## COMPLAINTS HANDLING APPROACH

A complaint may be made by directly contacting YESS, Energy Retailers YESS are engaged by or ESCOSA. Complaints will be acknowledged within 48 hours. Complainants will be contacted within 10 business days to advise of the resolution or otherwise of the investigation.

## DEFINITIONS

**Complaint:** A complaint is an expression of dissatisfaction made to an organisation, related to its products, services, conduct or the complaints handling process itself, where

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a response or resolution is explicitly or implicitly expected or legally required