

REVISION HISTORY			
REV	Description of Change	Author	Effective Date
1.0	Creation	Vanitha Vythilingam	8/11/2019
2.0	REPS Update	Vanitha Vythilingam	6/01/2021
3.0	Document Update	Shelley Pollock	10/06/2025
4.0	REPS Code Alignment	Shelley Pollock	26/11/2025

## 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.

## DEFINITIONS

- Complaint: An expression of dissatisfaction related to YESS’s services, conduct, staff, contractors, or complaint handling process, where a response or resolution is expected, required, or legally necessary.
- Vulnerable person: Someone who may face barriers to making a complaint due to age, disability, cultural background, language, trauma, mental health, or other social factors.

## POLICY STATEMENT

YESS is committed to the effective and transparent management of complaints in line with the updated AS/NZS 10002:2022 Guidelines for complaint management in organisations. These guidelines emphasise a values-based, person-centred approach and continual improvement. YESS will manage complaints in an open, timely, fair, and respectful manner and monitor outcomes to improve service delivery and organisational learning.

YESS maintains membership with the Energy and Water Ombudsman SA (EWOSA) in accordance with the Retailer Energy Productivity Scheme (REPS) Code of Practice. This ensures customers have access to an independent body for dispute resolution where complaints remain unresolved.

## IMPLEMENTATION

YESS will provide a fair, accessible, and inclusive complaints process. It will ensure:

- visibility and awareness of complaint options;
- support for all complainants, especially those with additional vulnerabilities or barriers;
- prevention of detriment or retaliation as a result of lodging a complaint;
- culturally safe and trauma-informed practices where applicable.
- compliance with REPS requirements that all persons directly contracted to deliver REPS energy productivity activities maintain current EWOSA membership.

### APPLICATION/SCOPE

This policy applies to all complaints received by YESS related to its services, employees, contractors (where applicable), or complaint handling processes. It is a key tool for identifying training needs and corrective actions, including root cause analysis, to improve services.

YESS will make complaints channels easily accessible to customers, personnel, and other interested parties and commit to making the process inclusive for all backgrounds and needs.

### GUIDING PRINCIPLES

Our complaint management is underpinned by the following AS/NZS 10002:2022 principles:

Principles	Application to YESS
Visibility and Accessibility	Complaints information is published on our website and made available in other accessible formats upon request.
Responsiveness	Complaints are acknowledged within 48 hours and resolved or updated within 10 business days.
Objectivity and Fairness	Complaints are handled impartially and without prejudice. Escalation procedures are clearly defined.
No charges	Complaints can be lodged and investigated without any cost to the complainant.
Confidentiality	YESS respects and protects personal information, only sharing data where legally required or to resolve the complaint.
Person Centred Approach	We treat all complainants with respect and dignity, tailoring responses to individual needs, including accessibility or vulnerability considerations.
Accountability	Senior management supports and resources the complaint management system to ensure effectiveness.
Continual improvement	Complaint data is regularly reviewed for trends and used to improve service delivery and reduce recurrence.
Empowerment and Prevention of Detriment	Customers are encouraged to provide feedback without fear of harm or retaliation. Staff are trained to manage complaints with empathy and respect.

## COMPLAINTS HANDLING APPROACH

A complaint may be made by directly contacting YESS, Energy Retailers YESS are engaged by or The Essential Services Commission of South Australia (ESCOSA).

A complaint may be made by contacting YESS directly via:

- Email: [info@yess.net.au](mailto:info@yess.net.au)
- Telephone: 1300 894 745

Complaints will be:

- Acknowledged within 48 hours
- Investigated and responded to within 10 business days, advising of the outcome or next steps

If the matter is not resolved within this period, regular progress updates will be provided. Complainants also retain the right to escalate concerns internally if they are dissatisfied with the outcome.

If a REPS complaint remains unresolved to the customer's satisfaction, they may contact the Energy and Water Ombudsman SA (EWOSA) for independent review and resolution:

- **Website:** [www.ewosa.com.au](http://www.ewosa.com.au)
- **Freecall:** 1800 665 565

## SUPPORT FOR COMPLAINANTS

YESS will support vulnerable or disadvantaged individuals through the complaint process, including assistance with lodging a complaint or accessing alternative formats and languages as needed.

## REVIEW AND MONITORING

This policy will be reviewed at least every two years, or earlier if there are changes to legislation or standards. Performance data from the complaint system will be analysed to support continuous improvement and service enhancements.

Reviews will also consider any updates to REPS legislation or Code of Practice requirements relating to complaint handling and EWOSA membership.