

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 BREAZE Energy Solutions. 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 BREAZE Energy Solutions and Customers.*

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1 Introduction

1.1 Objectives and purposes of Complaints Handling Policy.

BREAZE Energy Solutions Pty Ltd (ABN 51 143 588 327) trading as “BREAZE Energy Solutions” (henceforth “BREAZE Energy Solutions”) is committed to delivering high quality products and services to our Customers.

BREAZE Energy Solutions is committed to understanding and responding to the needs



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BREAZE Enterprises Pty Ltd. ABN 51143588327
290 Moorabool West Road, GORDON Vic 3345
(03) 4309 4027 energysolutions@breaze.org.au
Mail: PO Box 1301, BAKERY HILL Vic 3354
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and concerns of our Customers.

The aim of this policy is to provide guidance as to the manner in which BREAZE Energy Solutions receives and handles complaints made to BREAZE Energy Solutions in respect of our business activities and dealings with customers and clients.

The objective of this policy is to assist BREAZE Energy Solutions in dealing with and resolving complaints in an efficient, effective and professional manner.

1.2 Background

In creating this policy, BREAZE Energy Solutions has sought to ensure that our procedures accord with relevant legal requirements and best practice. In particular, this policy has been created to satisfy the requirements of AS ISO 10002-2006 Customer Satisfaction – Guidelines for complaints handling in organisations.

1.3 What is a Complaint?

AS ISO 10002-2006, 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.”

BREAZE Energy Solutions 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 very 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.



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2 Guiding principles for effective handling of complaints.

BREAZE Energy Solutions abides by the guiding principles as set out section 4 of AS ISO 10002-2006 for effective handling of complaints. The guiding principles set out at section 4 of AS ISO 10002-2006 are as follows:

Principle	Explanation of Principle
Visibility	Information about how and where to complain should be well publicised to customers, clients, BREAZE Energy Solutions personnel and other interested parties. This policy is available on the BREAZE Energy Solutions website and also internally.
Accessibility	The complaints-handling process as outlined in this policy should be easily accessible to complainants and all relevant representatives of BREAZE Energy Solutions. 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 an efficient and effective manner and complainants will 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.
Confidentiality	Personally identifiable information concerning the complainant is actively protected from disclosure unless the complainant expressly consents to its disclosure.
Customer-focused approach	BREAZE Energy Solutions is committed to adopting a customer-focused approach to dealing with complaints. We are open to
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	feedback, including about the form of lodgement of complaints and we acknowledge the right of our customers and clients to complain.
Accountability	BREAZE Energy Solutions and its employees accept responsibility for effective complaints handling procedures, including being accountable for and reporting on the actions and decisions of BREAZE Energy Solutions in respect to complaints handling.
Continual improvement	BREAZE Energy Solutions is committed to continually improving its complaints-handling processes.

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 energysolutions@breaze.org.au with “Formal Complaint” in the Subject Line.

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


Complaints Officer
BREAZE Energy Solutions
PO Box 1301
BAKERY HILL Vic 3354

with “Formal Complaint” at the Head of the Letter detailing the Complaint.

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 BREAZE Energy Solutions;

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- Details of the complaint (including the Date that the conduct giving rise to the complaint occurred);
- Details of any persons or persons of BREAZE Energy Solutions 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 Complaints Officer at the contact details set out above.

3.4 Acknowledgment of complaint

We will acknowledge receipt of a complaint immediately upon receipt. If a complaint is received by Email, it will be acknowledged by Email. If a complaint is received by Surface Mail, it will be acknowledged by Surface Mail.

The Initial Complaint needs to be recorded immediately upon receipt.

(A full explanation of our Internal Record-Keeping appears in the Appendix)

3.5 Your rights in the complaints process.

Complainants have the right to enquire as to the status of their complaint by contacting the Complaints Officer or any other employee or representative of BREAZE Energy Solutions 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 must be informed in Writing of the need for more time to complete investigation; and,



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(ii) The investigation must be completed within 45 days of receipt of the Complaint. The Initial Complaint needs to be recorded immediately upon receipt.

(A full explanation of our Internal Record-Keeping appears in the Appendix)

3.7 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 Victoria
<https://www.consumer.vic.gov.au/>
1300 558 181

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

Energy Safe Victoria
<https://www.esv.vic.gov.au/>
1800 800 158

Energy and Water Ombudsman (Victoria)
<https://www.ewov.com.au/>
1800 500 509

4 Quality Assurance

Complaints will be analysed by our Complaints Officer 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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Appendix: Detailed Procedure for Record Keeping.

To be followed by the Complaints Officer upon Receipt of a Formal Written Complaint.

Written Complaints are to be stored on our Shared File System in the Transaction Folder relevant for the Goods and/or Service supplied (the Transaction Folder is in turn, inside the relevant Customer's Folder).

Inside the Transaction Folder, you will find the Pre-Existing "Support" Folder.

Inside the Support Folder create a Support Instance Folder named as follows: YYYYMMDD_COMPLAINT where "YYYY" is the Year (eg. 2017), "MM" is the Month (starting at "01" for January) and "DD" is the Day (starting at "01" for the First Day of the Month).

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

Copies of All Notes and All Written Correspondence are to be kept inside the Support Instance 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 Surface 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 – eg. 20170304_1140_Email_Acknowledging_Initial_Written_Complaint



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