

Customer Care

How to raise a complaint:

If You determine that the matter should be dealt with urgently (take some guidance from the maintenance manual we provided you) then call us immediately. If the matter is less urgent you can still call us, email us or visit our website and click on the “contact us” page:

Mobile: 0456 666 110

Email: admin@enerwest.com.au

Website: www.enerwest.com.au/contact-us

Accessing our complaints process:

You can access our complaints process on our website as per this link:

<https://www.enerwest.com.au/customer-care/>

Scope:

As part of our commitment to customer satisfaction Ener West have implemented a complaints handling procedure, upon receipt of a complaint, either written or verbal, we adhere to this procedure in order to provide transparency, Timely resolution and maintain ongoing customer satisfaction.

Ener West are committed to ensuring compliance with the following Complaints handling procedure and meet the requirements as outlined in Australian standard : AS ISO 10002-2006. Ener West management, supervision and administration personnel have the required knowledge and training in this procedure.

Procedure:

Upon receipt of a complaint we will:

- Record and verify the concern
- Raise a support ticket reference number in our complaints data base
- Assign appropriate support personnel
- Consult with customer and other parties as appropriate
- Communicate findings to the customer at regular intervals through to conclusion
- Implement the required solution
- Carry out the solution in a timely manner
- Analyse findings and provide this feedback to the customer
- Implement management of change to our business model based on the findings if required

Throughout this process we commit to you that we will be:

- Efficient in the implementation, analysis, resolution and close out of this process.
- Transparent in our dealings with you at each stage of the investigation. You will receive a link to our complaints data base and you may start tracking your complaint using your unique ticket number.
- Committed to analysing the complaint and finding a resolution that closes the matter to the satisfaction of all parties.
- Resourced with the appropriately qualified personnel to analyse and determine a resolution.
- Timely in the investigation process and implementation of the solution.
- Responsive to your complaint and keeping you regularly informed on the analysis and outcome.

Response times:

The timeframe in which your complaint is addressed will vary depending on the nature of the issue and whether any third party is involved. The time frame is likely to be as per the below table:

Descriptor	Best Case	Worse Case	Average Timeframe
Minor Fault	2 Working Days	7 Working Days	5 Working Days
Component Failure / Warranty	5 Working Days	21 Working Days	14 Working Days
Significant System Failure	7 Working Days	30 Working Days	21 Working Days
Other Complaint	1 Working Day	Various	Various

- All complaints will be closed out in the shortest possible time frame
- Feedback on the outcome of a complaint will be provided within 21 days of receipt
- Customers will be informed if for any reason additional time is required to investigate a complaint
- Investigations into all complaints will be closed out within 45 days of receipt

Dissatisfied with the outcome:

Ener West will strive to achieve an outcome that is satisfactory to all parties. However, in the event that you as a customer are still dissatisfied with the outcome of the complaint then there are external sources available to the customer to further pursue the matter.

Further information on Consumer protection and consumers rights can be obtained from the WA department of commerce website at the following link: www.commerce.wa.gov.au

Data Collection and distribution:

All complaints of any nature are recorded in our customer care data base. Ener West have an obligation under the Retailer Code of Conduct to disclose this information to the code administrator on a quarterly basis. In this reporting we are committed to disclosing:

- The number of complaints received by Ener West in that period
- The type of complaints received
- The number of resolved complaints