

SunDrop Electricals – Complaints Handling Policy

Version 1.2 – Approved 05 June 2025 · Next Review 01 May 2026 · Author: Compliance Manager
Standard referenced: AS 10002:2022 Guidelines for Complaint Management in Organisations

1. Purpose

We are committed to managing complaints fairly, promptly, transparently and free of charge, in accordance with clause 54 of the New Energy Tech Consumer Code (NETCC) and the guiding principles of AS 10002 (2022).

2. Scope

This policy applies to all expressions of dissatisfaction about our products, services, staff or complaint process received from residential or small business customers, representatives, regulators or other stakeholders.

3. Definitions

Complaint	Expression of dissatisfaction where a reply or remedy is expected
Complainant	Person or organisation making the complaint
Business Day (BD)	Monday Friday, excluding WA public holidays

4. Guiding principles (AS 10002 §4)

Visibility · Accessibility · Responsiveness · Objectivity · Confidentiality · Customer focus · Accountability · Continual Improvement. All staff are trained annually and new starters within four weeks of employment.

5. How to make a complaint

Email	support@sundropelectricals.com.au
Phone	0402 410 592 (08:30- 17:00 AWST, Mon-Fri)
Mail	Complaints Officer, SunDrop Electricals, 2 Bannick Ct, Canning Vale WA 6155
Online	NETCC “Make a complaint” form (if SunDrop first contact is unsatisfactory)
Accessibility	Assistance provided on request for customers with disability, language needs or digital issues.

6. Roles & responsibilities

Role	Responsibility
Complaints Officer (CO)	Register, coordinate and investigate every complaint
General Manager (GM)	Approve final responses; authorise goodwill payments
Staff	Refer any dissatisfaction to the CO within the same business day

7. Complaint handling procedure

Step	Target & actions
Receipt & registration	CO records in secure CRM and gives unique ID
Acknowledgement	As soon as possible by email/SMS/phone, confirming next steps
Assessment	Severity, safety, vulnerability & remedy sought
Investigation	Gather facts, consult relevant staff/suppliers

Progress update	If unresolved after 15 BD, provide written update
Final response	Resolution & rationale within 25 BD unless extension agreed
Closure	CO confirms satisfaction or refers to escalation options
Record keeping	Store all docs & outcomes ≥5 Years; report quarterly to GM

8. Available remedies

- Rectification / rework at our cost
- Refund or compensation where required under the Australian Consumer Law
- Explanation and apology
- Goodwill gestures authorised by the General Manager

9. Escalation options (external & free)

Body	When to contact
Energy & Water Ombudsman WA	Service remains unresolved
Consumer Protection WA	Contract, refund, or mis-selling issues
NETCC Administrator	Breach of NETCC standards or systemic concerns
ACCC	Competition concerns

10. Unreasonable conduct

We may set limits on contact frequency or format, but only after two written warnings and approval by the General Manager, ensuring essential information still flows.

11. Privacy & confidentiality

Personal data is handled per the Privacy Act 1988 (Cth) and stored on encrypted Australian servers; access is restricted to the Complaints Officer and General Manager.

12. Training & awareness

Mandatory induction module plus annual refresher; completion recorded in the HR system.

13. Monitoring & continuous improvement

KPI dashboard (acknowledge < 2 BD, resolve < 25 BD, complaints per 100 installs) reviewed quarterly; systemic issues trigger Corrective Action Reports.

14. Review

Policy owner: GM – Compliance. Reviewed annually or after any major regulatory change (e.g. NETCC updates).