



Customer Complaints Policy and Process

Purpose

1. Horizon Solar Power recognises the value of customer complaints as an important tool in monitoring and responding to their expectations. In order for Horizon Solar Power to respond appropriately to all complaints, the business need to be properly assessed as part of an on-going complaints management process.
2. The purpose of the Customer Complaint Policy is to set out the responsibilities of Horizon Solar Power to:
 - Recognise, promote and protect a customer's right to complain about their dealings with Horizon Solar Power;
 - Acknowledge the need to be fair to the complainant
 - Provide a mechanism for resolving complaints in a timely, efficient and courteous manner;
 - Where necessary, expediently determine and implement remedial action;
 - Provide adequate resources to support the complaints management process;
 - Improve levels of customer confidence and satisfaction;
 - Record, assess and review complaints on an ongoing basis to ensure responsiveness and provide a feedback mechanism to address any systemic problems within the business.
3. The Policy aims to provide direction to all Horizon Solar Power employees regarding the Customer Complaint process, as well as to outline their obligations and commitment to adhere to the Policy.

Objective

4. The objective of this Policy is to embed an effective and efficient complaint handling process that is aligned with our business values,
5. This Policy applies to all employees of the Horizon Solar Power and all our customers.
6. In developing this Policy, Horizon Solar Power has adopted industry best practice and benchmarked its Customer Complaints process against the Australian New Zealand Standard AS/NZS ISO 10002-2014 '*Customer Satisfaction – Guidelines for complaints handling in organizations*'.
7. The Policy is also supported by the various Horizon Solar Power of company's policies and procedures that form part of our broader Governance Framework
 - Risk Management Policy
 - Legislative Compliance Policy



- Code of Conduct - MF NOTE: we have not seen this document. Ensure there is a paragraph which states that the employee must comply with all policies and procedures

Definitions

Complaint: In accordance with the AS/NZS ISO 10002-2014 definition: an expression of dissatisfaction made to Horizon Solar Power where a response or resolution is expected. It may be related to Horizon Solar Power products, services, policies, procedures or the complaints-handling process.

Dissatisfaction: The customer expresses displeasure, disappointment, unhappiness, anger or frustration regarding their experience.

Employee: Horizon Solar Power employees, contractors and third-party agents.

Enquiry: A request for information about Horizon Solar Power products or services that does not reflect dissatisfaction and is generally any question or concern that is resolved through the customer's initial contact with us when we provide appropriate information or referral which satisfies the customer or any query that needs an answer from another business unit/person where no dissatisfaction is expressed

Policy Statement

8. Horizon Solar Power values customer feedback, and understands the importance of harnessing this feedback to learn from the information provided for initiating process improvement. Our main goal is that we learn and develop from customer feedback.
 9. Horizon Solar Power recognises that all customers have the right to complain, have their complaint heard and be treated with dignity and respect. All customers who make a complaint also have the right to not be discriminated against as a result of making a complaint. This means we must not treat the customer unfavourably, including in the way we deal with them or their services both during the resolution of the complaint and once the complaint is resolved.
 10. Horizon Solar Power recognises that customer feedback and complaints can often highlight gaps in our processes and if customers are not happy with us, for whatever reason, they should let us know so we can fix the issue.
- **Commitment** - The Horizon Solar Power Management Team are committed to an integrated Complaint Handling process and providing the necessary support and resources for it to operate effectively (including the provision of appropriately trained staff, and having robust complaints reporting procedures in place.



- **Visibility** – Horizon Solar Power informs its customers of its complaints handling process via its communications and on its website. Employees who also receive and/or manage complaints have a solid understanding of the complaints process.
- **Responsiveness** – Horizon Solar Power deals with and responds to complaints promptly and keeps customers informed of the process.
- **Objectivity** – Each complaint is addressed in an equitable, objective and unbiased manner. Management recognises the need to be fair to both the complainant and employees.
- **Data Collection/ Confidentiality** – All complaints are recorded using Complaints database and are dealt with in the strictest confidence and in accordance with the Horizon Solar Power Privacy Policy. Personal identifiable information about the complainant is only available when needed, but only for the purposes of addressing the complaint.
- **Analysis of Complaints** - Complaint information forms the basis for Root Cause Analysis (RCA) which is used by the business to identify systematic issues and work towards continuous improvement. As part of this process, complaints are analysed according to categories such as the customer classification subject of complaint, outcome of complaint, and timeliness of response.
- **Accountability** – All material complaints are reported to the Leadership Team. Information on the Horizon Solar Power complaints process is also provided to the Management Team.
- **Continual Improvement** – Horizon Solar Power has established a complaints tracking system to ensure that systemic problems are identified, classified and analysed.

The Horizon Solar Power complaints process is reviewed on an annual basis to ensure it is delivering effective outcomes.

- **Customer-focused approach** – Horizon Solar Power is committed to efficient and equitable resolution of complaints, and acknowledges customers' rights to complain and actively solicits feedback from customers.

When a Complaint is made

11. When a complaint is received:

- Horizon Solar Power will accurately record the details of the complaint, give it fair and genuine consideration and seek to achieve fair outcomes
- Horizon Solar Power will investigate the complaint and consult with the relevant staff as necessary within a reasonable timeframe, having regard to the nature and complexity of the complaint
- Horizon Solar Power will keep customers informed of any progress and seek to resolve the complaint quickly and directly



- Should any customer request information from Horizon Solar Power in regards to a complaint, Horizon Solar Power will provide the necessary information within 3 business days or as agreed upon
- Horizon Solar Power will treat the complaint with respect and handle personal information in accordance with the Horizon Solar Power Privacy Policy
- If appropriate, Horizon Solar Power will recommend changes to remedy the situation to prevent the situation recurring and inform customers of decisions made and reasons for the decision
- If customers are dissatisfied with a decision, they can request to have their complaint reviewed. This review will follow the escalation process.

Detailed complaints handling process

Horizon Solar Power Customer Complaint Handling Process

1. The purpose of this process is to set out how Horizon Solar Power deals with customer complaints.
2. This process applies when a complaint is received from a customer who is dissatisfied with actions taken or services provided by Horizon Solar Power.

Step 1 - Complaint

A complaint can be recorded at any stage during the interaction between a Horizon Solar Power employee and a customer.

A customer may raise more than one complaint during the interaction.

Any resolution actions taken by Horizon Solar Power staff are to be included in the complaint details so that any Horizon Solar Power employee can see prior actions and continue to assist the customer as required should the customer contact Horizon Solar Power again.

Resolution timeframes:

- Horizon Solar Power aims to resolve any complaint immediately.



- We will respond to written or emailed customer complaints within 2 business days of receipt;
- For all complaints, we will contact the customer if a resolution has not been provided within 14 days. This is to advise them that investigation of their complaint is still ongoing.
- Horizon Solar Power aims to resolve and provide comprehensive response to customer within 21 days and keep customer updated on the progress of the complaint during that time frame. Where additional time is required consumers will be informed of the need for more time to complete investigation and the investigation will be completed within 45 days of receipt of the complaint

Step 2 - Escalation

If the complaint cannot be resolved at first contact and the customer is dissatisfied with the proposed course of action, the complaint is to be escalated to

- Team Leader
- Manager
- Director

A customer may also be escalated to immediately if there is a risk they may contact:

- a) Consumer Affairs
- b) Media

Customer information

How our Complaint Handling Procedure works?

If you have a complaint with any aspect of Horizon Solar Power service or products, please call us or write to us so that we can resolve your concerns. Our aim is to do this as quickly as we can. On some occasions we'll be able to do this at the same time the complaint was raised. However, more complex problems may need to be looked into further before we can get back to you. If this is the case, we'll try to resolve your complaint within 28 days of your original complaint. During this time if we need further information from you, we'll contact you, and you can always call us for an update on how we're going with the resolution.

How to raise your concerns.

By phone - Please call us to discuss any concern you have about Horizon Solar Power services on 1300 851 707

In writing - If you prefer, write to us at the following email or mail address with the details of your complaint and we will aim to provide an initial response within two business days of receiving your communication.

Email: info@horizonsolarpower.com.au

Mail: Horizon Solar Power



Level 1, 208 Hall St
Spotswood, Victoria 3015

Taking your concern to a higher level

If you're not happy at any stage with the way we are investigating your concern, you may have your complaint handled at a higher level by the relevant manager. You may request this at any time by calling or writing to us.

If you are still not satisfied

If you are not satisfied with the outcome of your complaint, you can refer the complaint to with the relevant Fair Trading or Consumer Affairs office in your state or territory, as follows:

ACT: Office of Regulatory Services
Phone: (02) 6207 3000

NSW: Fair Trading
Phone: 13 32 20

NT: Consumer Affairs
Phone: 1800 019 319

Qld: Office of Fair Trading
Phone: 13 74 68

SA: Consumer and Business Services
Phone: 13 18 82

Tas: Consumer Affairs and Fair Trading
Phone: 1300 654 499

Vic: Consumer Affairs
Phone: 1300 558 181

WA: Consumer Protection
Phone: 1300 304 054