COMPLAINT HANDLING POLICIES AND PROCEDURES

DMC Electrical & Energy Pty. Ltd.
It's Meant To Be With DMC

01

Objective

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DMC Electrical & Energy Pty. Ltd. seeks to maintain and enhance our reputation of providing you with high-quality products and services. We value complaints as they assist us to improve our products, services, and customer services.

DMC Electrical & Energy Pty. Ltd. is committed to being responsive to the needs of our customers or potential customers and to resolving your complaint as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the way DMC Electrical & Energy Pty. Ltd. receives and manages your complaint. We are committed to being consistent, fair, and impartial when handling your complaint.

The objective of this policy is to ensure:

- Both you and our staff are aware of our complaint lodgement and handling process.
- Your complaint is investigated impartially with a balanced view of all information or evidence
- We take reasonable steps to actively protect your personal information
- Your complaint is considered on its merits, considering individual circumstances and needs.

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02
Definition Of A Complaint

Definition of a Complaint

In this policy, a complaint means an expression of dissatisfaction by a customer relating to a service provided by DMC Electrical & Energy Pty. Ltd.

03
How to Lodge a Complaint

How To Lodge A Complaint

If you are dissatisfied with a service provided by DMC Electrical & Energy Pty. Ltd. you should fin the first instance consider talking directly to the staff member/s you have been dealing with. If you are uncomfortable with this or consider the relevant staff member unable to address your concerns you can lodge a complaint with us in one of the following ways:

Call: 0481 841 443

Email: kelly@dmcelectricalandenergy.com

If we receive your complaint verbally and we consider it appropriate, we may ask that you put your complaint in writing.

04

Information We Will Need

Information We Will Need

When we are investigating your complaint, we will be relying on information provided by you and the information we may be already holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently, we will ask you for the following information:

- Name and address details
- The name of the person you have been dealing with regarding your service
- The nature of the complaint
- Details of any steps you have already taken to resolve the complaint
- Copies of any documentation that supports your complaint.

05

Recording Complaints

Recording Complaints

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint, including the facts and the cause/s of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

As part of our on-going improvement plan, management will monitor any complaints for any identifying trends and rectification/remedial action will be taken to mitigate any identified issues.

If you lodge a complaint, we will record your personal information solely for the purpose of addressing your complaint. Your personal details will actively be protected from disclosure unless you expressly consent to its disclosure.

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06

Feedback to Customers

Feedback to Customers

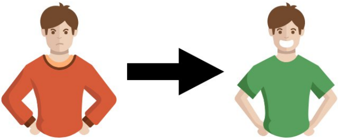
DMC Electrical & Energy Pty. Ltd. is committed to resolving your issues at the first point of contact; however, this will not be possible in all circumstances. In this case, a more formal complaints process with be followed.

We will acknowledge receipt of your complaint within three (3) business days. Once your complaint has been received, we will undertake an initial review of your complaint. There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances, we will explain the purpose of seeking clarification on additional documentation and provide you with feedback on the status of your complaint at that time.

We are committed to resolving your complaint within 10 business days of you lodging your complaint, however, that may not always be possible on every occasion. Where we have been unable to resolve your complaint within 10 business days, we will inform you of the reason for the delay and specify a date when we will be able to finalise your complaint.

If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our 10-business day finalisation commitment. In such circumstances upon receipt of your clarification or additional documentation we will indicate to you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it verbally.
You have the right to make enquiries about the status of your complaint at any time by contacting us.



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07
Our Six Point Complaint Process

Our Six Point Complaint Process

1

Acknowledge

We will acknowledge receipt of your complaint within three (3) working days of receiving it.

2

Review

We undertake an initial review of your complaint and determine what, if any, additional information, or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.

3

Investigate

Within 10 business days, we will investigate you compliant objectivity by considering the information you have provided us, our actions in relation to your dealings with us, and any other information that may be available that could assist us in investigating your complaints.

4

Respond

Following our investigation, we will notify you of our findings and any actions we may have taken regarding your complaint.

5

Take Action

Where appropriate, we will amend our business practices or policies.

6

Record

We will record your complaint for continuous improvement process and monitoring through regular review. Your personal information will be recorded in accordance with relevant legislation.

08

Complaints About Employees

Complaints About Employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially, and equally (giving equal treatment to all parties).

We will investigate your complaint thoroughly by finding out all relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff member objectively by:

- Informing them of any complaint about their performance.
- Providing them with an opportunity to explain the circumstances.
- Providing them with appropriate support.
- Updating them on the complaint investigation and the result.

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Our Complaint Escalation Process

Our Complaint Escalation Process

Where possible, we will attempt to resolve your complaint at the first point of contact with a Customer Service Officer. If we are unable to do this, we will undertake an investigation of your complaint and provide you with our findings.

If you are not satisfied with how your complaint has been handled or the resolution provided by our Customer Service Officers, you can request us to escalate the complaint to a relevant member of management.

If you are unsatisfied with how your complaint has been handled or the resolution provided by the Manager, you can request us to escalate the complaint to the Managing Director. The Managing Director will investigate your complaint, previous actions regarding your complaint and take reasonable steps to resolve your complaint.

A diagram of our Complaints Escalation Tiers can be found below.

Tier 1: First Contact Resolution

Our Customer Service Officers are empowered to resolve complaints at first contact wherever possible.

Tier 2: Investigation

If you are not satisfied with our first contact response, you can request us to escalate your complaint. We will then investigate your complaint and consider all the relevant circumstances and information surrounding the complaint and inform you of our findings.

Tier 3: Manager Review

If you indicate you are not satisfied with the outcome of the initial investigation, you can request us to escalate your complaint to the relevant management for review.

Management will then attempt to resolve the matter.

Tier 4: Managing Director Review

If you are not satisfied with the Managers resolution, your complaint will be referred to the Managing Director.

The Managing Director will then review the complaint and attempt to resolve the issue.

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