



Innovate Energy Complaints Handling Policy & Procedure

1. Introduction Innovate Energy is committed to delivering high-quality service and ensuring customer satisfaction. We recognize that, on occasion, customers may have concerns or complaints. This document outlines our approach to handling complaints fairly, efficiently, and transparently.

2. Scope This policy applies to all complaints received regarding Innovate Energy's products, services, employees, or policies. It is designed to ensure that complaints are handled promptly and effectively.

3. How to Lodge a Complaint Customers can submit complaints through the following channels:

- **Email:** hello@innovateenergy.com.au
- **Phone:** 1300 911 767
- **Online Form:** Available on our website <https://innovateenergy.com.au/feedback/>

4. Complaint Handling Process

Step 1: Acknowledgment

- We will acknowledge receipt of a complaint within 2 business days.
- A unique reference number will be assigned for tracking purposes.

Step 2: Investigation

- A customer service officer will assess the issue and gather relevant information.
- If necessary, we may contact the complainant for further details.
- Investigations will be completed within 10 business days, where possible.

Step 3: Resolution & Response

- A response outlining the findings and any proposed resolution will be provided.
- If the complaint requires further investigation beyond 10 business days, we will provide regular updates on progress.

Step 4: Escalation

- If the complainant is not satisfied with the outcome, they may request a review by a senior manager.
- If the issue remains unresolved, external dispute resolution options will be provided, such as regulatory bodies or ombudsman services.

5. Customer Rights & Responsibilities

- Customers have the right to fair treatment, confidentiality, and a timely resolution.
- Customers are expected to provide accurate information and engage respectfully with our team.

6. Continuous Improvement We use complaint data to improve our services and prevent future issues. Regular reviews of our complaints handling process ensure its effectiveness and compliance with relevant industry standards.

For any queries regarding this policy, please contact our customer service team.