



PROCEDURE - Complaints Handling

Purpose

This procedure sets out the principles Signature Electrical and Solar Pty Ltd has adopted for managing feedback, suggestions and complaints received in relation to the electrical, solar and battery installation, maintenance and repair services we provide and the way those services are delivered. It describes how we work to recover the customer experience when our service delivery has not met expectations.

Signature Electrical and Solar recognises the importance of a well-managed complaints handling process as part of providing quality customer service. We are accountable for our actions and decisions, and customers and other affected parties have the right to complain and to seek a remedy for decisions that affect them.

This procedure has been developed with reference to AS 10002-2022: Guidelines for complaint management in organizations.

Scope

This procedure applies to all Signature Electrical and Solar personnel — including office staff, licensed electricians, installers and subcontractors — who interact with customers in the course of electrical, solar or battery installation work.

Definitions

Authorised Representative	A person authorised by the Complainant to act on their behalf.
Complainant	The person or entity affected by the action, inaction, work or conduct of Signature Electrical and Solar.
Complaint	A written or verbal expression of dissatisfaction with any aspect of the electrical, solar or battery installation, maintenance or repair services provided by Signature Electrical and Solar, where a response or resolution is sought.
Complaints Register	The record used by Signature Electrical and Solar to log, track and report on complaints received.
Grievance	An informal, verbal expression of dissatisfaction that is resolved on the spot and does not proceed to a formal complaint.



Respondent	Signature Electrical and Solar
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Responsibilities

Signature Electrical and Solar is a small team, so complaint handling is deliberately kept simple. The Complaints Coordinator role below can be filled by the office manager or the business owner directly.

Complaints Coordinator

Responsible for receiving, logging, allocating and tracking all complaints, and is the main point of contact for external stakeholders and dispute resolution bodies. Responsibilities include:

- Reviewing complaints and allocating them to the appropriate person for investigation, based on seriousness and complexity
- Reviewing and approving written responses to complainants
- Escalating to the Director where necessary to resolve a complaint
- Keeping the Complaints Register up to date and accurate
- Reporting complaint trends and outcomes to the Director

Administration Staff

First point of contact for phone calls, emails and in-person enquiries. Responsible for:

- Identifying when a call or message is a complaint rather than a routine enquiry
- Attempting to resolve straightforward, minor issues on the spot
- Logging complaint details in the Complaints Register and forwarding to the relevant personnel immediately
- For any indication of an immediate electrical safety risk, escalating to a licensed electrician or the Director without delay

Allocated Person (Site Supervisor / Lead Electrician)

The staff member assigned to investigate a specific complaint. Responsible for:

- Preparing the acknowledgement to the complainant
- Reviewing job records, photos, test results and, where needed, attending site
- Recording findings and preparing a summary report with recommendations
- Preparing the written response to the complainant following investigation

Director / Business Owner



Responsible for handling escalated or serious complaints (particularly safety-related matters or anything with potential liability or licensing implications), endorsing recommended actions and conducting internal reviews where a complainant remains unsatisfied.



Goals for Handling Complaints

Our intention is to resolve as many complaints as possible at Level 1, informally and quickly.

Level 1	Resolved directly by the staff member who received it, or by the Complaints Coordinator
Level 2	Investigated and resolved by the Allocated Person (Site Supervisor / Lead Electrician)
Level 3	Escalated to the Director for resolution, including all safety-related and licensing-related complaints
Level 4	Escalated to an external dispute resolution body (see "Alternative Avenues" below)

Key Features of an Effective Complaints Handling Process

Commitment

Signature Electrical and Solar is fully committed to providing an accessible, fair complaints handling process. If you are not satisfied with our work or service, we want to hear about it — it gives us the opportunity to fix the problem and improve our service.

This procedure is endorsed by the Director of Signature Electrical and Solar and is available to all staff, customers and external parties on request.

Giving Your Feedback to Signature Electrical and Solar

- Phone: 0421 820 581 during business hours
- Email: signature./solar2537@gmail.com
- In writing: 22/64 Shelley Road, Moruya NSW 2537
- In person: on-site with a technician, or at our office

For anything indicating an immediate electrical safety risk (burning smell, exposed wiring, tripping switchboard, suspected fault in an installed system), customers are directed to call 0421 820 581 immediately, and — where there is risk to life or property — to also contact emergency services or their electricity distributor.

Fairness

Signature Electrical and Solar applies fairness when handling complaints by:

- Judging every complaint on its merits and facts
- Providing appropriate remedies where a complaint is substantiated

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Approved by: Rhys Graham – Director

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- Taking all complaints seriously, regardless of size
- Declaring and managing any conflicts of interest
- Giving equal treatment to all complainants
- Ensuring no one experiences any negative consequence as a result of making a complaint
- Providing further avenues for review where a complainant remains unsatisfied

Transparency and Access to This Procedure

Internally: this procedure forms part of induction for new staff who deal with customers, with periodic refreshers.

Externally: available on our website, and hard or soft copies provided on request.

Responsiveness

Signature Electrical and Solar is committed to dealing with complaints quickly, courteously and fairly, within the following timeframes:

Complaint type	Acknowledged	Outcome advised	Notes
Immediate safety concern (suspected fault, shock, fire risk)	Same day	As soon as safely practicable	Site attendance may occur ahead of a full written investigation
Minor / easily resolved	On contact	Same day to 3 business days	Resolved directly by the person who received it, where possible
Requires investigation (workmanship, equipment fault, billing, conduct)	3 business days	28 days	If not finalised within 28 days, the complainant is contacted with a progress update

Privacy and Confidentiality

Complaints are handled in accordance with the Privacy Act 1988 (Cth) and any applicable state privacy legislation. Information provided is used only for investigating and resolving the complaint, and may be shared in de-identified form for business improvement and reporting purposes.

Business Improvement



Where an investigation shows that several customers have experienced similar issues, Signature Electrical and Solar is committed to reviewing and changing the underlying process, product choice or work practice responsible — tracked through regular review of the Complaints Register.

Internal Review

If a complainant is unhappy with how their complaint was handled, or with the outcome, they may request an internal review. The Director undertakes this review and may recommend alternative action.

If the complainant is still not satisfied following internal review, they may take their complaint to one of the external bodies listed under "Alternative Avenues" below.



Complaints Handling Checklist

A. Complaint Receipt

Where received in person or by phone:

- o The staff member attempts to resolve straightforward matters on the spot, or asks the complainant to put the complaint in writing (email or letter) if it needs investigation.

Where received in writing (email or letter):

- o Office staff log the complaint details in the Complaints Register and attach a copy of the written complaint.
- o The complaint is forwarded to the Complaints Coordinator for allocation without delay.

B. Allocation

The Complaints Coordinator allocates an appropriate person (usually the relevant Site Supervisor or Lead Electrician) to investigate the matter, or escalates directly to the Director if it involves a safety concern or licensing issue.

C. Acknowledgement

The Allocated Person prepares an acknowledgement, sent within 3 business days, confirming:

- o Who is investigating the complaint and how to contact them
- o That the Allocated Person will make contact if further information is needed
- o That the outcome of the investigation will be provided in writing within 28 days

D. Investigation

- o If details are insufficient, the Allocated Person contacts the complainant to clarify the issue.
- o Relevant job records, photos, test results and site conditions are reviewed; a site visit is arranged if needed.
- o Notes of any conversations or site visits are recorded, including date, time and who was involved.
- o If the investigation cannot be finalised within 28 days, the complainant is contacted with a progress update and an expected completion date.

E. Completion of the Investigation

The Allocated Person prepares a short report covering: the specific details of the complaint, who was involved, a summary of findings, and any recommendations.

A written response is then sent to the complainant covering: details of the complaint, a summary of what was reviewed, the conclusion reached, and any action taken or to be taken as a result.



F. Endorsement of Recommended Actions

The Director endorses the recommended action. Where implementation will take time (for example, a change to a work process or a manufacturer warranty claim), the complainant is advised of the expected timeframe in the written response.

Complaints Register

On completion, the Allocated Person ensures the Complaints Register is updated with the findings, actions taken and outcome. A simple register template:

Date received	Complainant / job ref	Nature of complaint	Allocated to	Investigation notes	Outcome & date resolved

Alternative Avenues for Dealing with a Complaint

If a complaint can't be resolved directly with Signature Electrical and Solar or through internal review, customers can be referred to an external dispute resolution body. Because these vary by state and licence type, confirm and complete the specific details below before this procedure is issued to staff or customers:

Fair Trading NSW	Handles general consumer disputes about the supply of services and goods, including under the Australian Consumer Law. Phone: 13 32 20 Website: https://www.nsw.gov.au/departments-and-agencies/fair-trading/complaints-and-enquiries
Clean Energy Council	If Signature Electrical and Solar is a CEC-accredited installer, complaints about solar and battery installations can be raised through the CEC's complaints process. Website: www.cleanenergycouncil.org.au
NSW Civil and Administrative Tribunal	Hears unresolved trade and contract disputes. Website: https://ncat.nsw.gov.au/



**Energy and Water
Ombudsman NSW**

Independent dispute resolution where a complaint involves a customer's energy retailer or distributor connection, rather than Signature Electrical and Solar's installation work.

Website: <https://www.ewon.com.au/page/making-a-complaint>

Phone: 1800 246 545