

# Customer Complaint and Dispute Handling Policy and Procedure



## Purpose and scope

This document sets out:

- Our commitment and approach to handling customer complaints and disputes (our policy), and
- The procedure by which we handle customer complaints and disputes.

## Our commitment and approach

While we do our best to keep our customers satisfied all the time, we recognise that sometimes things don't go to plan. We learn from our mistakes, and so welcome all feedback from customers, good or bad.

We are committed to...	which we will achieve by ...
ensuring customers know how to make a complaint	displaying information about how to make a complaint clearly on our website and in our product disclosure documents
making it easy for customers to voice their concerns or to approach us with a complaint	offering flexible methods for making a complaint - allowing customers to do so over the phone, by email or in writing - and offering interpreter services
taking accountability, and working towards a quick and fair resolution to a customer's complaint (we will aim to resolve a customer's issue on the first call, where possible)	hiring excellent staff, training them well, and giving them accountability and the tools (systems and processes) to get things done
engaging with customers in an open, professional and respectful manner, and being objective and unbiased when addressing complaints	instilling the Sumo Power values in all staff
learning from customer feedback, and continuing to improve how we service our customers	listening to customers, and acting on the things that will improve our products and service
respecting our customers' privacy	enforcing strict protocols for managing customer information

## Procedures

If you have a complaint about Sumo Power's products or services, you can:

- visit [www.sumopower.com.au/complaints](http://www.sumopower.com.au/complaints)
- call us on 13 88 60 9am to 5pm Monday to Friday (for interpreter services please call 13 14 50)
- write to us at [info@sumopower.com.au](mailto:info@sumopower.com.au) or by post to:

Sumo Power  
South Melbourne Market Street  
PO Box 5329  
South Melbourne VIC 3205

We aim to resolve all complaints promptly. If you call us, we will aim to resolve your issue while you are still on the phone. If you write to us, we will respond within five business days. In either case, if we can't resolve your issue immediately, we will let you know how long we think it will take, and will call you again within that timeframe.

If your complaint remains unresolved, you may escalate the matter by asking to speak with a team leader.

We will also notify you of your right to refer the complaint to the Energy & Water Ombudsman, Victoria. The Ombudsman is an independent person appointed to provide a free alternate dispute resolution service for customers. You can find out more about the Ombudsman at [www.ewov.com.au](http://www.ewov.com.au).

## Privacy

Sumo Power is committed to maintaining your privacy. To help resolve your complaint and serve you effectively, we may retain records of your complaint. We will only use or disclose your information in accordance with the law and our privacy policy (available at [www.sumopower.com.au/privacy](http://www.sumopower.com.au/privacy)).