

sumo

Sumo Power Standard Complaints and Dispute Resolution Policy



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Sumo Customer Complaint Resolution Policy

Sumo recognises the significance of customer feedback in shaping our services. This policy aims to:

- (a) Acknowledge and protect customers' rights to voice concerns.
- (b) Establish an accessible and effective complaints management process.
- (c) Promptly address and resolve complaints in a courteous manner.
- (d) Continuously improve our products and services based on customer feedback.

Objective

- (a) Align our complaints management process with Sumo's values and strategic objectives.
- (b) Apply this policy to all Sumo employees and individuals wishing to file a complaint.
- (c) Ensure compliance with the Australian Standard 'AS/NZS 10002:2014 Guidelines for complaint management in organisations.

Policy Statement

This document establishes the framework for consistent management of complaints and feedback across Sumo. It details the process and procedures for addressing customer concerns.

Sumo is committed to creating value, loyalty, and advocacy throughout the complaints process by:

- (a) Facilitating easy complaint submission and feedback.
- (b) Providing regular updates on the progress of complaint resolution.
- (c) Managing customer expectations regarding action, timeframes, and resolution.
- (d) Ensuring senior management visibility through end-to-end complaints reporting and insights.
- (e) Timely handling of complaints and transparent communication on progress.
- (f) Delivering resolution information in an easily understandable format.
- (g) Continuous improvement through data analysis and root cause analysis.
- (h) Passing feedback to leaders for employee coaching/upskilling when required.
- (i) Ensuring customer feedback on products or services reaches the relevant department.
- (j) Treating customers with respect, empathy, and attentive listening.
- (k) Responding to customers using their preferred communication channel.

Every individual has the right to make a complaint without facing discrimination.

What happens when you make a complaint

- (a) We will accurately record your complaint details and seek a fair outcome.
- (b) We will inform you about Sumo's obligation to handle complaints per the Complaints and Dispute Resolution Policy.
- (c) We will inquire into your complaint within a reasonable timeframe, considering its nature and complexity.
- (d) We will keep you informed of progress.
- (e) We will respect your personal information in accordance with the Privacy Act and Sumo's Privacy Policy.
- (f) We will make endeavour to make changes to prevent the situation from recurring if appropriate.

Not satisfied with the outcome

- (a) You may request a review of the complaint by a higher-level Sumo representative.
- (b) If dissatisfaction persists, you may escalate the complaint to the relevant energy ombudsman.

This policy will undergo an annual review to ensure its relevance and effectiveness.

For more information, please visit [Sumo Website](#).