

1. Purpose

This Complaints Handling Procedure is designed to support Supagas' commitment to addressing and resolving customer complaints efficiently and transparently. It provides a structured framework for employees to effectively manage customer grievances, build trust, and gather insights for ongoing service enhancement.

2. Scope

All Supagas employees and contractors involved in customer interactions are required to follow this process when handling complaints related to:

- **Product Issues:** Concerns about quality, safety, or product performance.*
- **Service Delivery:** Issues with order fulfillment, delivery, or general service quality.
- **Billing:** Discrepancies in invoicing, overcharges, or payment-related issues.
- **Staff Conduct:** Reports of unprofessional or unsatisfactory behaviour by staff.

*Product Issues are handled via our Customer Feedback / Complaints Procedure QLT-PRO-009-NAT

3. Guiding Principles

Supagas' approach to complaint handling is guided by these core principles:

- **Transparency:** Commitment to clear and open communication throughout the complaint resolution process.
- **Accessibility:** Provision of multiple channels (phone, email, online forms, direct contact) for lodging complaints.
- **Accountability:** Ensuring rigorous documentation and responsible management of each complaint.
- **Continuous Improvement:** Leveraging complaint data to refine and improve service standards.

4. Step-by-Step Complaint Handling Procedure

1. Complaint Reception and Acknowledgment

- **Receive and Record:** Upon receiving a complaint through any channel, Supagas records essential details:
 - including the customer's contact information
 - preferred communication method
 - a description of the issue.
- **Acknowledgment:** Supagas sends an acknowledgment to the customer, confirming receipt of the complaint and outlining the next steps.

2. Classification and Prioritization

- **Categorize:** Supagas classifies the complaint by issue type:
 - **Product Complaints:** Quality, safety or performance concerns.
 - **Service Complaints:** Issues related to delivery, sales, customer service or supply chain.
 - **Billing Complaints:** Invoicing discrepancies or overcharges.
 - **Customer Interaction Complaints:** Concerns regarding employee behaviour or professionalism.
- **Prioritize:** Supagas assigns a priority level to each complaint based on its impact:
 - **Urgent:** Issues with safety implications or significant financial impact (addressed immediately).
 - **Standard:** Routine concerns affecting customer satisfaction (addressed within 2 business days).
 - **Minor:** Lower-impact issues (addressed within 3 business days).

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3. Assignment and Escalation

- **Complaint Routing:** Each complaint is assigned to the relevant department (e.g., Product, Service, Billing, Customer Interaction), ensuring that each department addresses complaints relevant to its domain, with a commitment to timely and thorough responses.
- **Escalation:** If necessary, urgent cases are escalated to Senior Management to ensure immediate attention, while other cases are managed by the designated department.

4. Investigation and Resolution

- **Investigation Initiation:** The assigned department initiates an investigation according to the priority level:
 - **Urgent:** Investigation within 1 business day.
 - **Standard:** Investigation within 5 business days.
 - **Non Urgent :** Formal response within 10 business days.
- **Investigation Process by assigned department :**
 - Review customer records, past interactions, and relevant documents.
 - Consult relevant staff involved or examine product/service details to identify the root cause.
- **Resolution Determination:**
 - Establish corrective actions (e.g., refunds, exchanges, retraining) based on findings.
 - Document all findings, actions, and resolutions

5. Feedback and Closure

- **Resolution Communication:** Notify the customer of the resolution through their preferred communication method.
- **Confirmation of Satisfaction:** Seek customer confirmation of satisfaction with the resolution. If confirmed, close the complaint.
- **Further Escalation:** If unresolved, refer the complaint to a higher level within the department or the Customer Advocacy Team for additional review.

6. Dispute Resolution

- **Internal Review:** The Customer Advocacy Team reviews cases where the initial resolution did not meet the customer's satisfaction and collaborates with relevant departments to find an agreeable solution.
- **External Resolution Advice:** If an internal resolution is unattainable, provide the customer with contact details for their state or territory's ombudsman services or relevant tribunals.

External Dispute Resolution Contacts

If a customer remains dissatisfied, the following contacts are available for escalation:

- **WA:** Energy and Water Ombudsman - 1800 754 004

7. Data Review and Continuous Improvement

- **Trend Analysis:** Regularly analyse complaints data to identify trends and root causes.
- **Service Enhancements:** Use insights from complaint data to refine service delivery, training, and policies.
- **Policy Updates:** Review and update the complaint handling policy as needed to ensure alignment with customer needs and industry standards.

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8. Compliance and Policy Review

- **Policy Review:** Conduct regular reviews in accordance with Supagas' Policy Review Process or as needed to comply with regulatory and service standards.
- **Ongoing Monitoring:** Supagas is committed to continuously improving its complaints handling process to maintain high service standards and customer satisfaction.

This systematic approach to handling complaints reinforces Supagas' dedication to quality service and customer trust, ensuring a transparent, accountable, and responsive complaint management experience for every customer.

4. Audit & Revision

This controlled document is subject to audit as required by the Supagas internal audit plan or as requested by the National HSEQ Manager. Changes and review must follow IMS-012-NAT Management of Controlled Documents

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