

# Customer complaint management policy

Canonical: <https://northmoregordon.com/complaints/>

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# Customer Complaint Management Policy

### Policy Statement

Northmore Gordon Pty Ltd and Northmore Gordon Environmental Pty Ltd (known as the NG Group) seeks to maintain and enhance our reputation of providing high quality services. We value complaints as they assist us to improve our products, services and customer service.

NG Group is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving complaints as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the manner in which NG Group receives and manages complaints. We are committed to being consistent, fair and impartial when handling grievances.

The objective of this policy is to ensure:

Customers are aware of our complaint lodgement and handling processes,

Customers and our staff understand the complaints handling process,

Complaints are investigated impartially with a balanced view of all information or evidence,

We take reasonable steps to actively protect personal information,

Complaints are considered on their merits taking into account individual circumstances and needs

### Definitions

Complaint - An expression of dissatisfaction made to or about NG Group related to its services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected.

Complainant - A person or organisation making the complaint

### How a complaint can be made

If you are dissatisfied with a service provided by NG Group, you should in the first instance consider speaking directly with the staff member/s that you have been dealing with. If you are uncomfortable with approaching your NG Group contact or you consider that the relevant staff member is unable to address your concerns, you can lodge a complaint in one of the following ways:

By completing a feedback form on our website: <https://northmoregordon.com/contact-us/> ,

By telephoning: 1300 878 500

By writing: 132 Cremorne St, Cremorne, VIC 3121

By emailing: [info@northmoregordon.com](mailto:info@northmoregordon.com)

If we receive a complaint verbally and it is considered appropriate, we may ask you to put the complaint in writing.

#### ### Information required

When we are investigating a complaint, we will be relying on information provided by you, the customer, and information we already have. We may need to contact you to clarify details or request additional information. To help us investigate your complaint quickly and efficiently we ask for the following information:

Your name and contact details,

The name of the NG Group person or company you have been dealing with,

The nature of the complaint,

Details of any steps you have already taken to resolve the complaint,

Details of conversations you may have had that may be relevant to your complaint,

Copies of any documentation which may assist us in resolving your complaint.

NG Group is committed to resolving issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within five (5) business days. Once your complaint has been received, we will undertake an initial review.

There may be circumstances during the initial review or investigation where we may need to clarify certain aspects of the complaint or request additional documentation. In such circumstances, we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

We are committed to resolving complaints within 20 business days of lodgement, however, this may not always be possible. Where we have been unable to resolve your complaint within 20 business days, we will inform you of the reason for the delay and specify a date when we will be in a position to provide a resolution.

If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our 20 business day finalisation commitment. In such circumstances upon receipt of your clarification or additional documentation, we will indicate to you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

You have the right to make enquiries about the current status of your complaint at any time.

#### ### Complaints about our employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by determining the relevant facts, speaking with the relevant people and verifying explanations where possible. We will also treat our staff member objectively by:

Informing them of any complaint about their performance,

Providing them with an opportunity to explain the circumstances,

Providing them with appropriate support,

Updating them on the complaint investigation and the result.

#### ### Our complaint escalation process

If you are not satisfied with the resolution of your complaint, you can escalate the issue to the ACCC.

You can contact the ACCC via the links below:

Make an Enquiry

Report a Consumer Issue

Call: 1300 302 502 - Monday to Friday 9 am to 5 pm AEST/AEDT, closed national public holidays  
<https://www.accc.gov.au/consumers/complaints-problems>

NG Group will work with you and provide as much information as required to resolve your issue

#### ### Environmental Incentive Programs

If your complaint relates to an activity completed under a state or federal environmental incentive program, please refer to the information below.

#### ### Victorian Energy Upgrades

For questions or complaints related to the Victorian Energy Upgrades program or the code, please email the commission at [veu@esc.vic.gov.au](mailto:veu@esc.vic.gov.au) or call (03) 9032 1310 during business hours. For information, please visit the Victorian Energy Upgrades program website:  
<https://www.esc.vic.gov.au/victorian-energy-upgrades-program>

You can also contact Consumer Affairs Victoria if we have failed to resolve your complaint.  
<https://www.consumer.vic.gov.au/>

Consumer Affairs Victoria general complaint form

#### ### NSW Energy Savings Scheme

If you are concerned that we have not complied with the requirements of the ESS , you can contact the ESS team by email at [ESS\\_Compliance@ipart.nsw.gov.au](mailto:ESS_Compliance@ipart.nsw.gov.au)

For more information, visit the links below: <https://www.energysustainabilityschemes.nsw.gov.au/>  
<https://www.energysustainabilityschemes.nsw.gov.au/Home/About-ESS/Frequently-Asked-Questions> >  
How do I make a complaint

Also, NSW Fair Trading advises business and traders on fair and ethical practice. They investigate unfair practices and ensure that the products sold in NSW are safe and meet the relevant regulations and safety standards. More information about your rights as a consumer and how you can make a complaint is available on their website: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

To make a complaint, visit this site:  
<https://www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint>

#### ### Clean Energy Regulator Renewable Energy Target

For questions or complaints related to the Renewable Energy Target program, please email the Clean Energy Regulator at [cer-complaints@cleanenergyregulator.gov.au](mailto:cer-complaints@cleanenergyregulator.gov.au) or call 1300 553 542 during business hours.

You can view their complaints handling policy here: [Clean Energy Regulator complaints policy](#)

Last Updated: 04/13/24

Read the current complaints policy on Northmore Gordon's website .

### What is the purpose of Northmore Gordon's Customer Complaint Management Policy?

The policy is designed to guide both customers and staff on how Northmore Gordon Pty Ltd and Northmore Gordon Environmental Pty Ltd (known as the NG Group) receive and manage complaints. It aims to ensure customers understand the complaint lodgement and handling processes, complaints are investigated impartially, personal information is protected, and complaints are considered on their individual merits.

### How can a customer lodge a complaint with NG Group?

A customer can lodge a complaint by completing a feedback form at <https://northmoregordon.com/contact-us/>, by telephoning 1300 878 500, by writing to 132 Cremorne St, Cremorne, VIC 3121, or by emailing [info@northmoregordon.com](mailto:info@northmoregordon.com). If a complaint is received verbally, NG Group may ask that it be put in writing if considered appropriate.

### What information should a customer provide when lodging a complaint?

NG Group asks for the customer's name and contact details, the name of the NG Group person or company involved, the nature of the complaint, details of any steps already taken to resolve it, details of relevant conversations, and copies of any documentation that may assist in resolving the complaint. Providing complete information helps ensure a thorough and efficient investigation.

### What are the expected timeframes for complaint acknowledgement and resolution?

NG Group will acknowledge receipt of a complaint within five (5) business days and is committed to resolving complaints within 20 business days of lodgement. If resolution within 20 business days is not possible, NG Group will inform the customer of the reason for the delay and specify a date when a resolution will be provided. These timeframes help ensure complaints receive prompt attention.

### How does NG Group handle complaints made about its employees?

Complaints about staff members are treated confidentially, impartially, and equally. NG Group investigates thoroughly by determining relevant facts, speaking with relevant people, and verifying explanations where possible. Staff members are informed of complaints about their performance, given an opportunity to explain circumstances, provided appropriate support, and updated on the investigation and its result.

### What escalation options are available if a customer is dissatisfied with NG Group's complaint resolution?

If a customer is not satisfied with the resolution, they can escalate the issue to the ACCC (Australian Competition and Consumer Commission) by making an enquiry, reporting a consumer issue, or calling 1300 302 502 (Monday to Friday, 9am to 5pm AEST/AEDT, closed on national public holidays), or visiting <https://www.accc.gov.au/consumers/complaints-problems>. This independent pathway ensures external review of unresolved disputes.

### Where can complaints about NSW Energy Savings Scheme compliance be directed?

If a customer is concerned that NG Group has not complied with NSW Energy Savings Scheme (ESS) requirements, they can contact the ESS team by email at [ESS\\_Compliance@ipart.nsw.gov.au](mailto:ESS_Compliance@ipart.nsw.gov.au). NSW Fair Trading also advises on fair and ethical practice and complaints can be made via <https://www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint>. These regulatory channels address scheme-specific compliance concerns.

### How can complaints related to the Renewable Energy Target program be addressed?

For questions or complaints related to the Renewable Energy Target program, customers can email the Clean Energy Regulator at [cer-complaints@cleanenergyregulator.gov.au](mailto:cer-complaints@cleanenergyregulator.gov.au) or call 1300 553 542 during business hours. The Clean Energy Regulator's complaints handling policy is available at <http://www.cleanenergyregulator.gov.au/About/complaints-handlingpolicy>. This pathway ensures regulatory oversight of renewable energy certificate matters.

### What role does impartiality play in NG Group's complaint investigation process?

Impartiality is a core principle of NG Group's complaint management approach. Complaints are investigated objectively, with relevant facts determined through direct inquiry, conversations with relevant people, and verification of explanations where possible. This ensures each complaint receives fair assessment regardless of the complainant or subject, building confidence in the outcome and supporting the resolution of disputes based on evidence rather than assumptions.