

Customer Complaint Management Policy - Northmore Gordon

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Certificates Our Environmental Attribute Certificate services help businesses accelerate technology adoption, improve project ROI, and manage claims of renewable energy, energy efficiency and carbon offset 1 carbon offset = 1 tonne of CO₂-e avoided or removed from the atmosphere. Avoided emissions covers activities that alter behaviour that would have otherwise caused emissions such as energy efficiency improvements or avoided deforestation. Removal covers activities that permanently remove CO₂ from the atmosphere such as new forestry plantations, soil carbon improvement or carbon capture and storage. certificates Live Certificate Prices The value of certificates change day-to-day, check today's prices Solar VEECs (VEU PBA) VEU PBA for Large-scale Solar Measurement & Verification (VEU & ESS) M&V; for Large C&I; Efficiency Projects (VEU PBA & ESS PIAM&V;) BESS Calculator Estimate the Peak Reduction Certificate revenue available to your NSW battery project in minutes ERF & Carbon Credit Registration ACCUs for Emission Reduction Projects Boiler Upgrades (VEU & ESS) NSW & VIC Boiler Rebates REC Registration (I-RECs & LGCs) Register renewable assets for I-RECs and LGCs Trade RECs & Carbon with us Trade Local & International Environmental Attribute Certificates moREnewable100 (RECs & Offsets) Reach Global Sustainability Goals with Certificates and Offsets Deemed Certificates (VEU & ESS) NSW & VIC Rebates Global Certificates Environmental Attribute Certificates Australian Programs Australian EAC Programs Case Studies Sectors Articles Team More Close More Open More Northmore Gordon Learn more about Northmore Gordon with the latest news and insights, were to find us, and the extensive terminology used in emissions reductions About Us Who we are & what we do in energy efficiency & decarbonization. Locations Find our offices near you. Contact Us Get in touch with our team. Careers Join our team making a sustainability difference Articles Learn about energy efficiency & carbon reduction. Latest News Stay informed on industry developments. Government Updates Track policy changes impacting your energy use. Accreditations See our certifications for trusted service. Glossary Define key terms in emissions reduction. 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 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 An energy savings certificate (ESC) is a tradeable certificate created under Division 7 of Part 9 of the Electricity Supply Act 1995. Each ESC represents one notional megawatt hour (MWh) of energy. [.vic.gov.au](https://www.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/contact-us/resolve-your-problem-or-complaint/when-we-get-involved-with-a-problem-or-complaint/general-complaint> NSW Energy Savings Scheme If you are concerned that we have not complied with the requirements of the ESS The NSW Energy Savings Scheme (ESS) provides financial incentives to install, improve or replace energy savings equipment and appliances in NSW households and businesses. The ESS was established in 2009. Financial incentives are in the form of tradeable certificates, called energy savings certificates (ESCs). Generally, householders and businesses who fund energy savings activities transfer the right to create ESCs to Accredited Certificate Providers (ACPs) in return for a discount on the cost of the energy savings activity. The MWh savings from the project determines the number of ESCs that can be created. The ESS works by allowing ACPs to create and register ESCs for energy savings that are supported with appropriate evidence. ESCs are then purchased each year by mainly electricity retailers operating in NSW to meet their share of a legislated annual energy savings target. , you can contact the ESS team by email at 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 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 The Clean Energy Regulator is the Australia Government body responsible for accelerating carbon abatement for Australia through the administration of the National Greenhouse and Energy Reporting scheme, Renewable Energy Target and the Emissions Reduction Fund. More at cer-complaints@cleanenergyregulator.gov.au or call 1300 553 542 during business hours. You can view their complaints handling policy here:

<http://www.cleanenergyregulator.gov.au/About/complaints-handlingpolicy> Last Updated: 04/13/24 Get in touch Australia 1300 854 561 (Advisory) 1300 878 500 (Certificates) Melbourne Suite 1, Level 4 607 Bourke Street Melbourne VIC 3000 Singapore +65 6690 2480 Singapore 1 Keong Saik Road, Singapore 089109 Stay up to date Alternatively, complete the form and we will be in touch with you. First Name Last Name Email Phone Number Country Australia Singapore Subject Message Send Services Energy Audit Services M&V; Services EEO Assessments Corporate Energy and Carbon Management Grants and Program Strategic Energy Sourcing Virtual Energy Manager Climate Active Certification Sectors Animal Processing Chemical Processing Commercial Buildings Food & Beverage Manufacturing Mining Oil & Gas Pharmaceutical & Health Products Public Sector Waste & Wastewater Wood, Paper & Cardboard Processing Upgrades Boiler Upgrades Commercial Lighting Hot Water Systems Mid Scale Solar NABERS Public Lighting Refrigerated Display Cabinets Solar PV Small Scale UPS Certificates Live Certificate Prices International Renewable Energy Certificates Tradable Instrument for Global Renewables Australian Carbon Credit Units Energy Savings Certificates Large-scale Generation Certificates Small-scale Technology Certificates Victorian Energy Efficiency Certificates Government Schemes Emissions Reduction Fund Energy Savings Scheme Renewable Energy Target Victorian Energy Upgrades Helpful Links About us Meet the Team Careers Contact us Articles News Glossary Privacy Policy Complaints