Mg Enlightening
Sustainable steps that matters

MGE Complaint Management Procedure

All VEU accredited businesses must follow the Australian Consumer Law. At MGE, integrating customer satisfaction at the heart of the customer relationship is our priority. We establish a relationship of trust with our customers, from contact to installation of our products, but also after installation.

We are available to assist you with any technical matters or any equipment or installation advice. We know our equipment at our fingertips and can find the solution to all your questions.

MG Enlightening Pty Ltd (known as the MGE) 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.

MGE 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 way MGE 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 lodgments 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 considering individual circumstances and needs.

Definitions

Complaint – An expression of dissatisfaction made to or about MGE 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 organization making the complaint.

How a complaint can be made

If you are dissatisfied with a service provided by MGE, 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 MGE contact or 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://www.mgenlightening.au/contact-us.html
- By telephoning: 1300 861 220
- By writing: 107A, Devon Street, Cheltenham, VIC-3192
- By emailing: admin@mgenlightening.au
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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 MGE 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.

MGE 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 lodgment; 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 able 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 finalization commitment. In such circumstances upon receipt of your clarification or additional documentation, we will indicate to you when we expect to be able to finalize your complaint.

Once we have finalized 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 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

MGE seeks to resolve any complaints directly but if, after a period, the issue remains unresolved, or the customer is dissatisfied with the resolution provided, they can escalate the matter externally to one of the following:

Consumer Affairs Victoria www.consumer.vic.gov.au or call 131 450

Essential Services Commission – VEU Support Service 03 9032 1310 or email: veu@esc.vic.gov.au