



ENPOWERED

COMPLAINTS
RESOLUTION
POLICY

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OUR COMMITMENT

Empowered is committed to providing the highest levels of customer service.

We are always open to feedback, whether it is positive or negative. If you are not happy with our service to you, please let us know so that we can improve our service to you.

HOW TO PROVIDE FEEDBACK OR SUBMIT A COMPLAINT

Online

Via our website's enquiry form:

www.empowered.com.au

Email

hello@empowered.com.au

Phone

(08) 6500 3400

8.00am to 6.00pm, Monday to Friday

By mail

Empowered

PO Box 782

Subiaco WA 6904

WHEN TO EXPECT A RESPONSE

We will acknowledge your enquiry, complaint or dispute as soon as possible within ten business days of receiving it. We will also record your complaint in our complaint management system.

We will also respond to your complaint within 20 business days. We will contact you by phone or in writing if we need you to supply more information. We will keep you updated on our progress along the way.

ESCALATING YOUR COMPLAINT

You can request that your complaint be escalated at any time. If you do, we will refer your query or complaint to senior managers within our team.

EXTERNAL AGENCIES

While Enpowered endeavours to resolve all complaints with you internally, the following agencies may be able to assist if you are not satisfied:

Department of Mines, Industry Regulation and Safety – Consumer Protection Division

Telephone: 1300 30 40 54

E-mail: consumer@dmirs.wa.gov.au

www.commerce.wa.gov.au/consumer-protection

Small Business Development Corporation

Telephone: 133 140

www.smallbusinesses.wa.gov.au



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