

COMPLAINT HANDLING PROCEDURE

1.1) If you have a complaint relating to the system, its installation or this agreement generally, you can make a complaint to us by:

- (a) calling us on our telephone number as set out in the Quote; or
- (b) giving us written notice of this, by post or email.

1.2) We will handle your complaint in accordance with our standard complaints procedures. If we have volunteered to be bound by the CEC Solar Retailer Code of Conduct, then these procedures will comply with that Code, and with the Australian Standard on Complaints Handling AS ISO 10002-2006.

Step 1- First Level Resolution

We will always try to resolve the complaint quickly and to your satisfaction wherever possible by following these steps :

- We will record the complaint and maintain a log of progress.
- We will aim to provide a decision on the complaint in writing within 21 working days of lodgement of the complaint.
- We will analyse the complaint and endeavour our best to understand customer's expected outcome of the complaint.
- Once we have understood the complaint, we will aim to provide a resolution straight away. We will endeavour that the solution is to the satisfaction of the customer.
- If the complaint is resolved to the customer's satisfaction, complaint is closed and outcome is recorded.

If the complaint isn't resolved, and we need more time, we will make sure that we communicate the need for more time and resolve the complaint within 45 days of the initial lodgement date. This will now be escalated to Step 2.

Step 2 - Escalation - Investigation

We will investigate why the complainant is still dissatisfied after communication of decision as per Step 1.

- We will investigate if the complaint is complex or will require detailed investigation.
- We will send acknowledgment within three working days upon escalation.
- At this stage, we will aim to provide a decision within 10 working days, unless there is a clear reason for extending this timescale and in such cases, we will inform the customer about the delays.
- Once we have reached to an outcome, we will communicate the outcome in writing. If the customer is satisfied with the outcome, the complaint is closed and outcome is recorded.

1.3) If you are still not satisfied with the outcome of your complaint, you can refer the complaint to with the relevant Fair Trading or Consumer Affairs office in your state or territory, as follows:

ACT: Office of Regulatory Services
Phone: (02) 6207 3000

NSW: Fair Trading
Phone: 13 32 20

NT: Consumer Affairs
Phone: 1800 019 319

Qld: Office of Fair Trading
Phone: 13 74 68

SA: Consumer and Business Services
Phone: 13 18 82

Tas: Consumer Affairs and Fair Trading
Phone: 1300 654 499

Vic: Consumer Affairs
Phone: 1300 558 181

WA: Consumer Protection
Phone: 1300 304 054