



**SOLAR**<sup>®</sup>  
INSTALLATIONS

## **Complain Handling Procedure - Solarinstallations**

### **Overview**

We, Solarinstallations strive to ensure we put customers first. As an understanding provider our commitment to you is to handle any issues with a solution in mind. This policy is intended to ensure that we handle complaints fairly and effectively.

Our complaint management system is intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost-effective way
- boost public confidence in our administrative process, and
- provide information that can be used by us to deliver quality improvements in our products, services, staff and complaint handling.

This policy provides guidance to all our staff and people who wish to make a complaint on the key principles and concepts of our complaint management system.

All staff understand and comply with the Solarinstallations complaint handling practices and do the following:

- Treat all people with respect, including people who make complaints.
- Be aware of Solarinstallations complaint handling policies and procedures.
- Assist people who wish to make complaints access the Solarinstallations complaints process.
- Be alert to complaints and assist staff handling complaints resolve matters promptly.
- Provide feedback to management on issues arising from complaints.
- Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.

### **Facilitating Complaints/People Focus**

We are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, products and complaint handling.

## Complaint Handling Procedure

- STEP 1 → Facilitate Complaints
- STEP 2 → Respond to Complaints
- STEP 3 → Manage the parties to a complaint

People making complaints will be:

- provided with information about our complaint handling process
- provided with multiples and accessible ways to make complaints
- listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for redress or review.

Each complaint holds its own complexity, once received, we will investigate your matter and provide a progress update and/or solution within seven days for a minor issue and 21 days for any major issues. If for any reason the complaint requires a longer time to reach a solution our team will keep you updated throughout the process.

If by chance you are not happy with how your complaint has been solved, we will review with you and handle it at the next level of management within our company.

We aim to resolve complaints at the first level, the frontline. Wherever possible staff will be adequately equipped to respond to complaints, including being given appropriate authority, training and supervision. Where this is not possible, we may decide to escalate the complaint to a more senior officer within Solarinstallations.

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 0430212755 (Sam) 97527615 (Office) or
- (b) giving us written notice of this, by email ([sam@solarinstallations.com.au](mailto:sam@solarinstallations.com.au))

We will handle your complaint in accordance with our standard complaints procedures. As 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.

**If you are still not satisfied**

If you are 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:

VIC: Consumer Affairs Phone: 1300 558 181

[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)