

## Elect-Solar – Complaints Policy

Elect-Solar strives to provide a professional and efficient service to all our customers using appropriately trained and qualified personnel and high quality products. In the unlikely event that we may not have delivered this service to your satisfaction, we welcome your feedback so that we can improve our service.

If you are unhappy with the service Elect-Solar have provided, contact us and we will make every effort to resolve your concerns as quickly and efficiently as possible.

### Commitment

Elect-Solar's commitment to you covers the following aspects:

- We acknowledge that our customers have the right to raise a concern
- We will endeavour to resolve any issues customers may have with our products or services in a professional and timely manner
- We will strive to continually improve on the quality of our products and services.
- We will continue to use appropriately trained and qualified personnel to manage your concerns efficiently and effectively
- Endeavour to resolve all concerns at the customer's initial contact
- Provide updates on the progress of your concerns, either by email or phone, until the matter has been resolved
- Customers have the right to escalate their concerns to management, or if applicable Consumer Affairs Victoria (Phone: 1300 558 181)
- We respect our customer's privacy, and the need to keep their personal information confidential
- All concerns raised with Elect-Solar will be recorded, monitored and reviewed in order to identify any trends, so that we can rectify any potential problems from occurring again.

## Procedure to lodge a Complaint

To ensure your complaint is handled efficiently and effectively:

Please contact us by phone 03 5722 3093 or email [admin@elect-solar.com.au](mailto:admin@elect-solar.com.au) and

- Provide your name and contact details.
- The name of the person you were dealing with
- The nature of your complaint with as much detail as possible
- Expected outcome

Elect-Solar will:

- Acknowledge complaint within 7 business days of receiving it
- Provide an estimation of the time frame to complete our investigation and any actions we need to take in regards to resolving your complaint based on its complexity
- Aim to resolve all complaints within period of 30 days
- Investigate your complaint objectively and impartially, by considering the information provide by you and our own information
- Keep you informed of any ongoing investigation and any findings
- A complaint can be escalated to management, if it is still unresolved close to the provided time frame
- Record and review all complaints for continuous improvement of our processes
- Amend our business practices or policies to rectify any identified problems

Version 2 May 2019