



1. Overview

As a Consumer you have the right to expect that the PV system supplied by us will:

- (a) Perform properly
- (b) Reflect the agreed contract
- (c) Be fit for purpose as per the specifications provided.
- (d) Meet the standards the consumer would reasonably expect

Southeast Solar Australia is committed to responding to customer feedback. Responding effectively and efficiently to feedback assists us to improve our services and deliver better outcomes. While we strive to deliver best of service to our customers, there might be times where we may receive customer complaints.

2. Scope

Complaints managed under this policy may be about a:

- Dissatisfaction with a product or service offered or provided
- With the sales process or salesperson
- With the complaints handling procedure itself.

3. What is a complaint?

- A complaint is any expression of dissatisfaction or grievance made to us about any of our products and services or the way we've managed a complaint.
- While we try to resolve all complaints in a timely manner, we recognise that some take precedence over others.

4. Our Complaint Procedure

If you have a complaint you can make a complaint to us by:

- 1) Calling us on our telephone number as set out in the table below. Or
- 2) Giving us written notice of this in an email specified in the table below.

We will handle your complaint in accordance with our standard complaints Procedures as outlined below. 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.

- 1) We will make every reasonable effort to resolve all complaints at the time they are raised. However, if we need to investigate it further, we'll aim to resolve it, or inform you what we're doing to resolve it, as soon as possible.
- 2) If you are not satisfied with the decision. We will escalate and expedite the request to higher authority depending upon the nature of the complaint, but we're



committed to resolving all complaints within 21 days of receiving them unless there is a clear reason for extending the timeline.

- 3) If that's the case, we'll contact you and explain the reason for the delay and give you a new time frame for resolution. However the investigation will be completed within 45 days of receipt of the complaint.
- 4) While a complaint is being investigated and worked upon, you will be provided with updates via phone calls and emails about the progress.
- 5) If you are not happy with how your complaint has been resolved, we will escalate the complaint to the next level of management within the company and review it.
- 6) If you are still not satisfied with the outcome of your complaint, you can refer the complaint to the Consumer Affairs office specified in the table below.

To make a complaint, please find below our office contact details and if you would like to escalate the complaint outside the company, The Clean Energy Council's contact details and Consumer Affairs are provided as well.

South East Solar Office Number	(03) 9069 2033
South East Solar Complaint Email	complaints@southeastsolar.com.au
South East Solar Website	www.southeastsolar.com.au
Clean Energy Council Phone Number	(03) 9929 4141
Consumer Affairs Phone Number	1300 558 181