

## **Complaints Handling Procedure**

Sunergy aims to deliver best possible customer service to our customers, however if an issue does occur, we are committed to resolve as early as possible.

Please note that a business day is defined as Monday to Friday, excluding public holidays and

### **Making a Complaint**

A complaint can be reported verbally via phone, in person or in writing via letter or email to Sunergy Solar.

### **Complaint Procedure**

The Complaints process of Sunergy Solar is as follows,

- We will try to resolve all complaints at the time they are raised. However, if we need to investigate it further, we'll endeavour to resolve it, or tell the customer what we're doing to resolve it, within 10 business days.
- If the complainant is 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 20 business days of receiving them unless there is a obvious reason for extending the timeline. If that's the case, we'll contact the customer and explain the reason for the delay and the investigation must be completed within 25 business days of receipt of the complaint.
- While a complaint is being investigated and worked upon, the complainant will be provided with updates about the progress during business hours.
- If the customer is not happy with how their complaint has been resolved, we will escalate the complaint to the next level of management within the company and review it.

Following an investigation, Sunergy Solar will inform you of the action or decision taken regarding the complaint. We will also take actions to prevent similar complaints occurring in the future.

Remedies to resolve the issue may include (but not limited to):

- Refunds
- Replacement
- Repairs/Rework
- Compensation

The remedies and solutions offered are subject to the Terms & Conditions and Warranties which apply to the products and services that you purchased from us including applicable consumer guarantees and our obligations under the Australian Consumer Law or consumer legislation in place at the time you purchased your products and services.

We take all complaints seriously and necessary steps will be learned to avoid any similar issues occurring in the future to provide the best customer experience possible.

**How to raise a complaint with us:**

Please provide details of your complaint with specifics and evidence:

- Phone: 03 5443 3664
- Email: [info@sunergysolar.com.au](mailto:info@sunergysolar.com.au)
- Website: <http://sunergysolar.com.au>
- In Person: 301 Eaglehawk Road, California Gully VIC 3556

**If you are not happy with our response:**

If you would like to escalate the complaint outside the company you may contact to below parties

Clean Energy Council

Phone: 03 9929 4100

Address: Level 20, 180 Lonsdale Street, Melbourne VIC 3000

Website: <https://www.newenergytech.org.au/make-a-complaint>

Consumer Affairs Victoria

Phone: 1300 558 181

Address: GPO Box 123, Melbourne VIC 3001