

Standard Complaints Handling Procedure

COMMITMENT

Effective Solar Solutions is committed to an efficient complaints handling system which is based on Australian Standard ISO 10002 Customer Satisfaction – Guidelines for Complaints Handling in Organisations. It reflects the needs, expectations and rights of complainants. We try to establish the culture within our company that recognises the complainant's right to complain and provides the mechanisms for complaints to be addressed in an efficient, fair and timely manner.

There is dedicated system in place to address a complainant's concerns.

Everyone in Effective Solar Solutions knows how to direct a complainant to the company's complaints handling system.

FAIRNESS

Our complaints handling system recognises the need to be fair to the complainant, our company and/or the person against whom the complaint is made.

Fairness works both ways. A complaint handling system should treat both clients and Effective Solar Solutions staff with respect and courtesy. The rules of natural justice should be applied and, where appropriate, all parties involved in the complaint should be given the opportunity to respond to any issues raised.

TRANSPARENCY AND ACCESS

We do our best to make our complaints handling system well known to clients and staff of our company. It includes information about the right to complain, how to do it, where to do it and how the complaint will be handled. Details on the complaints handling process are available to all. There is no charge to the complainant for accessing the complaints handling system.

All clients are able to make a complaint with appropriate support if required.

Every person employed or contracted to our company is able to inform a client how to make a complaint and what will happen to the complaint.

RESPONSIVENESS

Complaints are dealt with quickly, courteously and fairly. We expect to resolve most complaints when you initially make contact with us. If the matter is complex we may need up to 14 calendar days to fully investigate the matter.

In some cases, it may take longer to resolve your complaint. If that situation arises, the person responsible for managing your complaint will let you know and keep you informed during the process, either in writing or by telephone. It will not be a surprise.

Once we believe we have a resolution to your complaint, we will communicate this resolution to you. You can then let us know if this does not address your concerns. If we don't hear from you within 10 calendar days, we will consider the complaint closed.

If the complaint is still not resolved to the complainant's satisfaction, we explain our decision clearly, and offer any possible alternative actions or review opportunities.

Being responsive to complainants lets our client know our company has a commitment to quality service and prevents the escalation of complaints.

PRIVACY AND CONFIDENTIALITY

You can be confident that your concern or complaint will remain private and confidential. If we need to share your information with an external party, for example, your electricity distributor, we will seek your express consent to do so.

ACCOUNTABILITY

Our complaint handling system is open to scrutiny by clients, our company staff or any reviewing body.

There is appropriate reporting on the operation of the complaints process against documented performance standards. A complaints register is maintained, and the complaint handling system is followed.

There are regular audits of the complaints handling system and appropriate action plans formulated to address any deficiencies.

HOW TO RAISE YOUR COMPLAINT?

We make it easy for you to contact us:

Call us: 0490 176 576

Send us email: info@esolars.com.au

Write to us: Effective Solar Solutions

1/28 Albenca Street, Mentone, Vic 3194

Effective Solar Solutions operates Monday to Friday during normal business hours.

We will respond to your written complaint or email within 3 business days of receiving the complaint.

WHAT WE NEED TO HELP YOU?

We have implemented systems to guide our staff to identify a complaint and to ensure that all the relevant information we need to resolve your complaint is recorded when you contact us.

First, it is important that we can accurately identify you as our valued customer. If you contact us, your Name, Invoice Number or Installation Address are all helpful information.

Second, it is important that we understand your concern or complaint, as well as the resolution that you are seeking.

Finally, we will agree with you what else we might need to help you and, importantly, to agree how and when to contact you on resolving your concern or complaint.

HOW LONG WILL IT TAKE TO RESOLVE A COMPLAINT?

We will do our best to resolve a complaint immediately. If it is not possible to resolve a complaint immediately we will do our best to resolve it as soon as possible.

The outcome of a complaint will be provided to a consumer within 21 days of receipt. Where additional time is required:

- consumer will be informed of the need for more time to complete investigation;

- the investigation will be completed within 45 days of receipt of the complaint.

IF YOU ARE STILL NOT SATISFIED

If you are not satisfied with the outcome of your complaint, you can refer the complaint to 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

