



## Complaints Handling Overview

At Solar 1 Electrical we 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, efficiently 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 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 Solar 1 Electricals' complaint handling practices.	<p>Treat all people with respect, including people who make complaints.</p> <p>Be aware of Solar 1 Electricals' complaint handling policies and procedures.</p> <p>Assist people who wish to make complaints access the Solar 1 Electricals' complaints process.</p> <p>Be alert to complaints and assist staff handling complaints resolve matters promptly.</p> <p>Provide feedback to management on issues arising from complaints.</p> <p>Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.</p>
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## Facilitating Complaints/People Focus

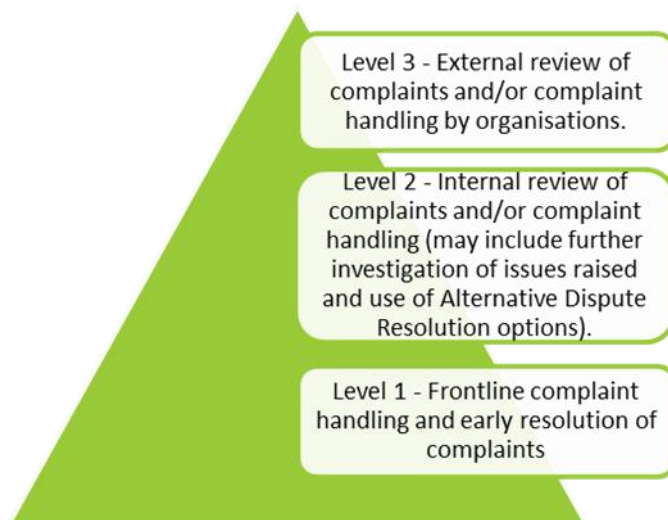
We are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, products and complaint handling.

## Complaint Handling Procedure



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, our aim to solve each complaint in 21 days. 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 Solar 1 Electrical.



## Contact Us

If you need to submit a complaint or check the progress of an already submitted complaint, please don't hesitate to get in touch with us.

### Minor Complaints

Please direct through to our administration staff, ask to speak to our office manager

**Contact main office (03) 5446 7666**

**Email – [admin@solar1electrical.com.au](mailto:admin@solar1electrical.com.au)**

### Major Complaints

To be handled at next level of Management

**Peter Angove | Director – [peter@solar1electrical.com.au](mailto:peter@solar1electrical.com.au) or 0408 595 671**

## Unresolved Complaints

In the unlikely circumstances that a resolution has not been reached internally, the below external organisations may be contacted.

### Victorian Customers

Consumer Affairs Victoria

1300 55 81 81

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

### New South Wales Customers

Fair Trading New South Wales

13 32 20

[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

## Monitoring of the Complaint Management System

We will continually monitor our complaint management system to:

- ensure its effectiveness in responding to and resolving complaints, and
- identify and correct deficiencies in the operation of the system.