

## Complaints Handling Procedure

We are dedicated to providing the best quality services and products to help you achieve the best energy outcome for your home and business.

However, we understand that things don't always go to plan and so we're here to discuss any issues or questions you may have. This Complaints Procedure is to help you better understand how to address your issue and achieve the best outcome as quickly as possible.

At Solar Secure, we appreciate your feedback and wish to satisfy and delight our customers.

### Our complaints procedure is as follows:

Contact us first, we are best placed to help you:

Call: [02 8610 8610](tel:0286108610) Option 3  
Email: [Customercare@solar-secure.com.au](mailto:Customercare@solar-secure.com.au)  
Visit our website: [www.solar-secure.com.au](http://www.solar-secure.com.au)  
or Send us a mail : [PO BOX 373 Pendle Hill NSW 2145](mailto:PO BOX 373 Pendle Hill NSW 2145)

Once received, we will investigate your matter and provide a progress update and/or solution within seven days for a minor issue and 21 days for any major issues.

SolarCRM is used as the platform where complaints are tracked. The complaint is assigned to a support Manager and updates are recorded accordingly.

Following an appropriate investigation, Solar Secure will inform you of the action or decision taken regarding the complaint. Solar Secure 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. These include 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.

### If you are still not satisfied

If you are not satisfied with the outcome of your complaint, you can refer the complaint to with the relevant Fair Trading or Consumer Affairs office in your state or territory, as follows:

NSW: Fair Trading	Vic: Consumer Affairs	Clean Energy Council
Phone: 13 32 20	Phone: 1300 558 181	Phone: 03 9929 4100