



## **Solar Link Australia – Complaints Policy**

Solar Link Australia seeks to maintain and enhance our reputation by providing our Customer with high quality products and services. Solar Link Australia values the complaints of Customers as they assist us in improving our products, services and customer service.

Solar Link Australia is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving any complaints as quickly and efficiently as possible.

Solar Link Australia handles customer or potential customer personal information in accordance with Solar Link Australia' Privacy Policy.

### **The objective of this procedure is to ensure:**

- You are aware of our complaint lodgement and handling processes.
- You are aware that your complaint is being investigated impartially with a balanced view based on all information or evidence provided.
- You are aware that your complaint is being considered on its merits - taking into account individual circumstances and needs.

### **Onus of Proof:**

- Your complaint must be lodged in writing and be supported by substantive evidence to [info@solarlinkaustralia.com.au](mailto:info@solarlinkaustralia.com.au)
- Information required by the customer to form their complaint
- When Solar Link Australia is investigating your complaint, Solar Link Australia refers to information provided by you and also any other substantive information Solar Link Australia may already possess on record.

Solar Link Australia may also need to contact you to clarify details or request additional information where necessary. We ask that you provide this information as soon as possible so that we can resolve your complaint as quickly as possible.

### **Solar Link Australia requires the following information:**

- Your Solar Link Australia Quote/Invoice Number
- Your name and contact details
- The name of the person(s) you have been dealing with about your matter (if applicable)
- Details of person who may be acting on your behalf (If applicable)
- The nature of the complaint, please include as much information as possible

- Details of any steps you have already taken to resolve the complaint
- Details of conversations you may have had with us that are relevant to your complaint
- Remedy requested and
- Copies of any documentation which supports your complaint

### **Twelve Months Limitation:**

Your complaint MUST have occurred within the 12 months preceding the date of occurrence of the events related to the complaint.

In some exceptional circumstances Solar Link Australia may grant an extension if, and only if, there are appropriate grounds to justify this including for matters that occurred more than 12 months before the Complaint was lodged.

If you wish to apply for an extension, we will ask you to provide us with written reasons for why we should grant this extension, including substantive evidence such as a detailed description of the reason for the delay in lodging the complaint.

However, approval will be required from the Resolutions Coordinator and/or the Director of the business unit for extensions to be granted.

### **Solar Link Australia' SIX Point Complaint Resolution Process:**

1. We Acknowledge: Within seven 5 business days of receiving your complaint, Solar Link Australia will acknowledge receipt of it.
2. We Review: Solar Link Australia undertakes an initial review of the complaint and determine what, if any, additional information or documentation may be required to complete an investigation and contact you to obtain this additional information or documentation if required.
3. We Investigate: Solar Link Australia investigates your complaint objectively and impartially, by considering the information that has been provided by you and our own information.
4. We Respond: Within 21 business days of receiving your complaint, we will notify you of our findings and any actions we may have taken, in regards to your complaint. At or prior to this time, we may need to contact you to let you know that we need more time to complete our investigation. If this occurs, we will continue our investigation and notify you of our findings and any actions we may have taken, in regards to your complaint, within 45 days of receiving your complaint.
5. We Take Action: Where appropriate, Solar Link Australia may amend our business practices or policies, to reflect our corporate responsibility.
6. We Record: Solar Link Australia records your complaint for continuous improvement of our processes and monitoring complaints from our customers through regular reviews.

## **Types of Remedies:**

Remedies taken, may include;

- Refunds
- Repairs/Rework
- Replacement or;
- Compensation

If the above remedies are provided by Solar Link Australia – they are subject to our Terms and Conditions and Warranties, that 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.

## **Customers Rights under Australian Consumer Law:**

Nothing in this document prevents you from referring your lodged complaint at any time to the relevant federal, state or territory Ombudsman, the ACCC, the Office of Fair Trading or other Consumer Protection agency.

Contact information, for Consumer Affairs, which may be helpful for this are as follows;

- **QLD:** 13 74 68
- **NSW:** 13 32 20
- **VIC:** 1300 558 181
- **TAS:** 1300 654 499
- **SA:** 131 882
- **WA:** 1300 304 054