

## Complaint Management Procedure for Solar Customers

**As part of our customer satisfaction obligations, Shine On has a comprehensive customer complaint procedure.**

**Shine On will record, monitor and review complaints or faults in order to identify any trends to improve the service given to our customers.**

**This procedure is published on our website at <https://www.shine-on.com.au/solarterms#complaint-management-procedure-for-solar-customers>**

We recognise our customers have a right to raise a concern and we will resolve any issues customers may have with our products or services in an effective, respectful and professional manner.

Upon receipt of customer issues (both written and verbal) we adhere to the following procedure in order to maintain our genuine commitment to complete customer satisfaction:

Customers may contact Shine On to lodge a complaint by:

- Calling 1300 013 648
- Emailing [solar@shine-on.com.au](mailto:solar@shine-on.com.au)
- Submitting a website enquiry
- Contacting the BDM who they initially engaged with
- Post: Suite K109, 63-85 Turner Street, Port Melbourne VIC 3207

**NB: please note that although we welcome phone calls regarding complaints, in order to follow up thoroughly and resolve the issue, Shine On requires the complaint in writing from the customer**

**Shine On requires the following information in writing:**

- Customer's solar reference number
- Customer's name and contact details, and name of business
- The nature of the complaint or fault, including as much information as possible
- Customer's proof of purchase
- Clarification of the complaint or fault being experienced, and details of any evidence that supports the complaint

**Shine On aims to resolve all written complaints promptly. All complaints will be acknowledged within five business days of submission together with an estimation of the time frame for resolving the complaint based on the nature of the issue and its complexity. Where possible, complaints may be resolved at the first point of contact.**

**Once acknowledged, the complaint is logged internally and Shine On will begin an investigation.**

Each complaint is addressed in an objective and unbiased manner with a view to a fair and reasonable outcome.

**The customer will be updated of progress of their complaint and be informed of any delays or requirement for additional time to resolve the complaint.**

The investigation of the complaint will be completed within a maximum of 45 days of receipt of the complaint.

**Escalation of complaints** - If an issue remains unresolved within a reasonable time frame, or if the customer is dissatisfied with the outcome of their complaint, they may escalate their issue to the Shine On Sales Director. Contact details may be requested and will be provided.



**Shine On seeks to resolve any complaints directly but if, after a period of time, the issue remains unresolved, or the customer is dissatisfied with the resolution provided, they can escalate the matter externally.**

**Please refer to Clean Energy Council website for more information**

**<https://www.solaraccreditation.com.au/consumers/solar-pv-warranties-complaints-and-disputes.html>**