

Shine On complaint management procedure

As part of our customer satisfaction obligations, Shine On has a comprehensive complaint management procedure which covers Shine On, our subcontractors and any other person/s carrying out any work on behalf of Shine On as an Accredited Person (AP).

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 www.shine-com.au/code-of-conduct.

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:

Complaint management procedure

Customers may contact Shine On to lodge a complaint by:

- Calling 1300 013 648
- Emailing warranty@shine-on.com.au
- Submitting a website enquiry
- Contacting the BDM/Sales Agent/Lead Generator who they initially engaged with
- Post: Suite K109, 63-85 Turner Street, Port Melbourne VIC 3207

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 proposal 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 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, administered by our Warranty Manager.

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 20 business 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.

External escalation

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 to one of the following:

Consumer Affairs Victoria

www.consumer.vic.gov.au

Essential Services Commission – VEU Support Service

03 9032 1310

veu@esc.vic.gov.au

NSW Fair Trading

<https://www.fairtrading.nsw.gov.au/>

Access Canberra

<https://www.accesscanberra.act.gov.au/>

Northern Territory Consumer Affairs

<https://consumeraffairs.nt.gov.au/>

Office of Fair Trading Queensland

<https://www.qld.gov.au/law/fair-trading>

South Australia Consumer and Business Services

<https://www.cbs.sa.gov.au/>

Tasmania Consumer, Building and Occupational Services

<https://www.cbos.tas.gov.au/>

Government of Western Australia Department of Mines, Industry Regulation and Safety

<https://www.commerce.wa.gov.au/consumer-protection>