

Solar SG Pty Ltd  
Trading as Solar Battery Group  
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ABN: 86 61097 2686

## **Complaints Handling Policy**

Solar SG Pty Ltd trading as Solar Battery Group (**Solar Battery Group, we, us, our**) aims to provide the highest level of customer service, which includes the handling of all complaints. Solar Battery Group and its senior management are committed to an effective, efficient, and open complaints handling process.

We have designed this Complaint Handling Policy (**Policy**) to outline our processes for the handling of customer complaints in relation to our products and services.

This Policy has been developed in accordance with the Guidelines for Complaint Management in Organisations (AS 10002:2022) and the New Energy Tech Consumer Code.

### **1. Customer Focused Policy**

**1.1.** The emphasis of this Policy is to provide a customer-focused approach for the handling and resolution of complaints, including in relation to:

- a) the purchase of products from us;
- b) the quality of a product purchased from us;
- c) breaches of the Australian Consumer Law, and;
- d) breaches of any other relevant law.

### **2. Accessibility**

**2.1.** Our complaints handling process will be easily accessible to all customers and staff members.

**2.2.** Customers wishing to make a complaint may do so by the following means:

- a) via post;
- b) by email to [support@solarbatterygroup.com.au];
- c) by telephone to [1300 223 224], or;
- d) via our website at <https://solarbatterygroup.com.au/feedback/>



### 3. The Complaints Handling Process

- 3.1. The process for the handling of all complaints will be as set out in Schedule 1 to this Policy, as amended from time to time.

### 4. Responsiveness

- 4.1. All complaints will be acknowledged (through post, email or phone) by Solar Battery Group within [3] business days of the complaint being received.
- 4.2. At the time of acknowledgement, the complainant will be provided with a copy of this Policy
- 4.3. Following acknowledgment, all complaints will be dealt with in a timely manner and within the following timeframes:
- a) all information required to investigate the complaint will generally be gathered within [3] business days, however, the complainant will be notified if further time is required;
  - b) the complaint will be investigated, and a decision will be made within [15] business days of receipt. If further time is required, an update of progress will be provided before [15] business days have passed; and
  - c) once a decision has been made, the complainant will be notified of the decision and the reasons for that decision in writing within [3] business days.
- 4.4. In all cases, feedback on the outcome of complaints will be made to the complainant or their nominee within [25] business days of receipt, unless additional time is required, and both the complainant and Solar Battery Group have agreed to a further extension.
- 4.5. If additional time is required to investigate the complaint, the complainant will be notified in writing and provided with an updated timeline for notification of the decision (which may occur no more than [25] days after receipt of the complaint).
- 4.6. On request, the complainant will be provided with a status update in relation to their complaint.
- 4.7. If the complainant is not satisfied with the decision, they may:
- a) notify us and the complaint will be transferred to another Solar Battery Group employee within [2] business days for investigation in accordance with the timeframes set out in paragraphs 4.1 to 4.3 above, or;
  - b) lodge a complaint with any applicable ombudsman; the Australian Competition and Consumer Commission on 1300 302 502 or via their website, or;
  - c) the relevant federal, state or territory consumer protection agency as set out below:
    - i. **ACT:** Fair Trading (Access Canberra), 13 22 81
    - ii. **NSW:** Fair Trading, 13 32 20
    - iii. **QLD:** Office of Fair Trading, 13 74 68
    - iv. **SA:** Consumer and Business Services, 13 18 82
    - v. **TAS:** Consumer, Building and Occupational Services, 1300 654 499
    - vi. **VIC:** Consumer Affairs, 1300 558 181
    - vii. **WA:** Consumer Protection: 1300 304 054



## 5. Principles

- 5.1. Each complaint will be addressed in an equitable, objective and unbiased manner, and with the following principles in mind:
- a) *Transparency and accessibility*: the complaints handling policy will be accessible and easy to understand.
  - b) *Impartiality and equality*: all complaints will be treated equally and investigated in an impartial and consistent manner.
  - c) *Confidentiality*: all complaints will be dealt with on a confidential basis with personally identifiable information concerning the complainant only being made available to the extent necessary to address the complaint.

## 6. Functions

### Post-Installation Manager

- 6.1. The Post-Installation Manager will be responsible for the implementation, monitoring and improvement of the complaints handling process.
- 6.2. Specifically, the Post-Installation Manager will be responsible for:
- a) ensuring the complaints handling process is planned, designed, developed, operated, maintained and continually improved;
  - b) identifying and allocating adequate resources required for the effective and efficient handling of complaints;
  - c) ensuring the complaints handling process is promoted, well publicised and easily accessible to staff members, customers, complainants and any other parties directly concerned;
  - d) ensuring staff members are adequately trained and understand the importance of the customer-focused approach;
  - e) appointing a complaints handling representative (see Team Leader, Technical Support and Warranty below) and clearly defining their responsibilities and authority;
  - f) ensuring there is a process for rapid and effective notification to senior management (notably the General Manager) in the event of any significant complaints, and;
  - g) periodically reviewing the complaints handling process to identify any specific risks or opportunities for improvement and ensuring the effective and efficient maintenance.

### Team Leader, Technical Support and Warranty

- 6.3. The Team Leader, Technical Support and Warranty will be responsible for the practical operation of the complaints handling process.
- 6.4. Specifically, the Team Leader, Technical Support and Warranty will be responsible for:
- a) establishing and implementing a process of performance monitoring, evaluation and reporting;



- b) reporting to senior management on the complaints handling process and recommending improvements; and
- c) maintaining the effective and efficient operation of the complaints handling process, including the recruitment and training of appropriate staff members, monitoring target timeframes and conducting reviews.

## Staff Members

6.5. All managers involved in handling complaints will be responsible for:

- a) ensuring that the complaints handling process is implemented;
- b) liaising with the Team Leader, Technical Support and Warranty;
- c) ensuring the complaints handling process is promoted, well publicised and easily accessible to all staff;
- d) reporting on actions and decisions with respect to complaints handling;
- e) ensuring the complaints handling process is subject to regular monitoring and improvement;
- f) ensuring action is taken to both correct a problem and prevent similar problems from occurring in the future;
- g) ensuring data in relation to the handling of complaints is made available to senior management, and;
- h) ensuring that sufficient records are kept in relation to the above.

6.6. All staff members involved in the complaints handling process will be appropriately trained, and responsible for making themselves aware of, and complying with, this Policy and the complaints handling process.

## 7. Collection of Information

7.1. The Team Leader, Technical Support and Warranty will ensure the following information is collected and maintained in relation to all complaints made:

- a) a written record of the complaint and complaint outcome will be kept in a secure manner for an appropriate time, after which it will be securely disposed of;
- b) a written record of all training provided to staff involved in the complaints handling process;
- c) a written record of the time taken to resolve a complaint by reference to the timeframes set out in this Policy, and;
- d) a written record of the categories of all complaints.

7.2. The Team Leader, Technical Support and Warranty will be responsible for preparing statistics based on the records maintained in 7.1(c) and 7.1(d) and providing these to the Post-Installation Manager on a quarterly basis. The Team Leader, Technical Support and Warranty will be responsible for addressing any issues that arise in relation to timeframes set under this Policy or trends in relation to the categories of complaints.



## 8. Monitoring

- 8.1. The Team Leader, Technical Support and Warranty will continually monitor the complaints handling process to ensure complaints are being handled in accordance with the principles outlined in this Policy by:
- a) conducting random spot checks of resolved complaints on a quarterly basis;
  - b) conducting complainant satisfaction surveys, and;
  - c) regularly reporting to the Post-Installation Manager in relation to their findings and providing recommendations on areas for improvement.

## 9. Audit

An external advisor will conduct yearly audits to evaluate compliance with the complaints handling process, identify problems and introduce any improvements to the complaints handling process.



## Schedule 1

### The Complaints Handling Process

1. The Solar Battery Group website will outline the complaints handling process and have a link to the Policy.
2. Once a complaint is received, it will be documented, and a reference number will be assigned for ease of reference and to preserve confidentiality as far as possible in the investigation of a complaint.
3. All complaints will be acknowledged (through email or phone) by Solar Battery Group within [3] business days of the complaint being received.
4. All information required to investigate the complaint will generally be gathered (through email or phone) within [3] business days, however, the complainant will be notified if further time is required.
5. Once all the information has been gathered, the complaint will be investigated, and a decision made within [15] business days in accordance with the principles set out in this Policy and having regard to the requirements of all laws.
6. The complainant will be notified in writing of the outcome of the decision within [3] business days of the decision being made.
7. In all cases, the complainant will receive feedback on the outcome within [25] business days of receipt unless both the complainant and Solar Battery Group have agreed to a further extension.
8. Some remedies which may be provided by Solar Battery Group include and are set out further in our warranty policy:
  - a) providing the complainant with a refund;
  - b) repair the product;
  - c) replace the product, or;
  - d) a combination of the above.
9. If additional time is required to investigate the complaint, the complainant will be notified in writing and provided with an updated timeline for notification of the decision (which may occur no more than [45] days after receipt of the complaint).
10. If the complainant is not satisfied with the decision, they may:
  - a) notify us and the complaint will be transferred to another Solar Battery Group employee within [2] business days for investigation in accordance with the timeframes set out in above, or;
  - b) lodge a complaint with:
    - i. the relevant federal, state or territory Ombudsman (if any);
    - ii. the Australian Competition and Consumer Commission; or



- iii. the relevant federal, state or territory consumer protection agency (for example, Consumer Affairs Victoria or Fair Trading NSW).
11. The complaints handling processes will be monitored regularly by the Team Leader, Technical Support and Warranty. The Team Leader, Technical Support and Warranty will provide a report to the Compliance Officer in relation to the complaints handling process, including recommendations for improvement.
  12. The Post-Installation Manager will conduct regular audits of the complaints handling process.
  13. The Team Leader, Technical Support and Warranty will monitor feedback provided by complainants through complainant surveys as conducted.

