



## STANDARD COMPLAINTS AND DISPUTE RESOLUTION PROCEDURE

Green Valley Solar is committed to:

- Recognising our customers and other interested parties have a right to raise a concern.
- Resolving any issues or problems in an effective, respectful and professional manner.

We will demonstrate this commitment by:

- Addressing all complaints in an equitable, objective and unbiased manner, with a view to a fair and reasonable outcome.
- Providing an easily accessible complaints process for our customers
- Responding quickly to any complaints in a professional, courteous and fair manner, and aiming to resolve all concerns at the customer's initial contact.
- Keeping customers informed on the progress of their complaint either by telephone or in writing until the matter is resolved.

Where a disagreement arises between Green Valley Solar and a customer, the Procedure outlined below shall apply:

- It is recommended that a complaint is raised in writing, detailing the nature of the complaint and the remedy requested. A customer can raise a complaint by contacting Green Valley Solar by one of the following methods

Email: [sales@greenvalleysolar.com.au](mailto:sales@greenvalleysolar.com.au)

Address: 116 Monbulk Seville Rd, Silvan, VIC, 3795

Phone: 0408 533 918

- Green Valley Solar will respond to the complaint within 5 business days.
- Where the proposed outcome is not to the satisfaction of the customer, the customer may choose to escalate the complaint to the Director.
- Green Valley Solar will provide an outcome in writing within 21 days of receiving a complaint in writing
- A customer may also wish to make a complaint externally to Green Valley Solar. Should this be the case appropriate contact details are listed below

### **Energy and Water Ombudsman**

<http://www.ewov.com.au>

Phone: 1800 500 509

### **Consumer Affairs Victoria**

<https://www.consumer.vic.gov.au/>

Phone: 1300 55 81 81

### **Clean Energy Council**

[www.cleanenergycouncil.org.au](http://www.cleanenergycouncil.org.au)

Phone: (03) 9929 4100