



## **Complaint Handling Policy**

*Clean Sun Energy Pty Ltd, pride itself in providing an unmatched customer service and customer satisfaction. Our products and services come with industry leading warranties and insurances.*

*We would like to ensure that we can carry on our reputation therefore we have a very smooth customer complaint handling & resolution process.*

*All our complaints raised are passed on to the management and customer service departments and are acted upon swiftly and the best possible outcome is attained within 10-15 business days. In exceptional circumstances, where additional information may be required, or a third party is involved this may take a bit longer, but we will ensure our customer is kept in the loop and informed at every stage of progress and we will provide a resolution within 25 business days of your complaint.*

*Our customers may use any of the following methods to lodge a complaint:*

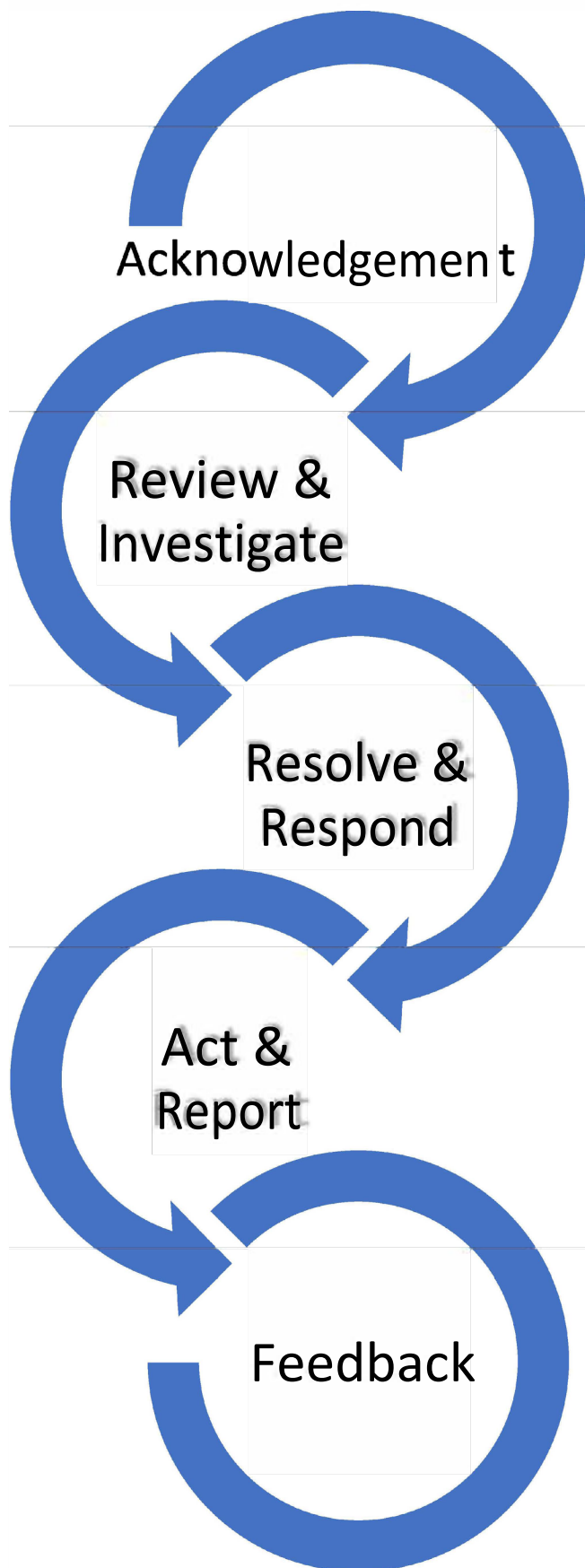
*Calling the mobile number of their salesperson.*

*Emailing [info@cleansunenergy.com.au](mailto:info@cleansunenergy.com.au)*

*Lodging an inquiry at <https://cleansunenergy.com.au/contact-us/>*

*Or calling 1300 406 182*

## Our Complaint & Dispute Handling Process Overview:



Our Service team will now contact the customer and file in their feedback & any pending issue is escalated for immediate action from the relevant department

We will send you an acknowledgement email/text within 3 business days of receiving your complaint.

Our team will review the complaint and raise an internal alarm in our CRM so the relevant department can investigate the issue

Our team will try and find the best possible solution & propose that to the customer at earliest possible

Once the desired outcome is achieved our team will organize with the client the best course of action. A report is filed in our CRM with complete details. This is for our Management team and for future reference. In case there is any pending issue at this point, it is escalated to the relevant department and goes through the process again.

If you are not satisfied with the outcome of your complaint, you can refer the complaint to with the relevant Fair Trading or Consumer Affairs office in your state or territory, as follows:

ACT: Office of Regulatory Services  
Phone: (02) 6207 3000

NSW: Fair Trading  
Phone: 13 32 20

NT: Consumer Affairs  
Phone: 1800 019 319

Qld: Office of Fair Trading  
Phone: 13 74 68

SA: Consumer and Business Services  
Phone: 13 18 82

Tas: Consumer Affairs and Fair Trading  
Phone: 1300 654 499

Vic: Consumer Affairs  
Phone: 1300 558 181

WA: Consumer Protection  
Phone: 1300 304 054