

# Dispute Resolution Framework

This document was created in accordance with the Victorian Energy Upgrades (VEU) program code of conduct to assist consumers in the event that accredited persons and/or scheme participants have **not** compliantly fulfilled their obligations as required under the VEU program. It is important for our consumers to understand that your participation in the program is **voluntary**. OneWorld EcoSolutions operates as an independent accredited provider under the program. **OneWorld EcoSolutions does not work for, nor does it supply its products and/or services by, or on behalf of the Essential Services Commission or the Victorian government.**

## Internal Dispute Resolution Process

If you have any concerns or would like to discuss your experience with our service delivery personnel, please contact us on the phone number or email address displayed at the bottom of this page. *We encourage consumers to reach out to us prior to contacting an external organisation.*



Your enquiry will be acknowledged within **5 business days** in receipt of your call or email. We take any matters of concern seriously and will endeavour to resolve your enquiry within **15 business days**.

## External Dispute Resolution Process

Your satisfaction is important to us. If you require further assistance you may contact either of the external organisations displayed below.



Please call **(03) 9032 1310** or email **veu@esc.vic.gov.au** to speak to a representative from the Victorian Energy Upgrades program.



If you have a complaint about any false or misleading claims, or door-knocking misconduct contact Consumer Affairs Victoria. Please visit **www.consumer.vic.gov.au/contact-us** or call **131 450**.

## Key Documents

It's important to have access to information prior to participating in the program. Learn about the program, your rights and obligations as a consumer.

Request a copy from our staff or visit our website,  
**www.oneworldecosolutions.com.au**



VEU program consumer factsheet



Statement of rights under the VEU



VEU code of conduct



## Contact the Essential Services Commission

All accredited providers must comply with Australian Consumer Law and the VEU code of conduct. If you would like to raise a complaint, contact **1300 664 969** or submit an enquiry form online at **www.esc.vic.gov.au/contact-us**



**1300 271 782**



**enquiries@oneworldecosolutions.com.au**



**17 Wally Place, Lynbrook VIC 3975**



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