



ABN 83782289077

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VELOCITY SOLAR – Solar Complaints handling policy.

REVISED - 01/04/2019

Velocity Solar and our whole team – seek to maintain and enhance our reputation of providing you with high quality products and services. We value complaints as they assist us to improve our products, services and customer service.

Velocity Solar is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the manner in which Velocity Solar receives and manages your complaint. We are committed to being consistent, fair and impartial when handling your complaint.

1: The objective of this policy is to ensure:

- You are aware of our complaint lodgement and handling processes,
- Both you and our staff understand our complaints handling process,
- Your complaint is investigated impartially with a balanced view of all information or evidence,
- We take reasonable steps to actively protect your personal information,
- Your complaint is considered on its merits taking into account individual circumstances and needs.

2: In this policy a complaint means an expression of dissatisfaction by a customer relating to:

- Solar system,
- Service
- Employee/installer/ sales consultant

3: How complaints can be made :

If you are dissatisfied with your solar system provided by us, you should in the first instance consider speaking directly with the staff member/s you have been dealing with.

If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a complaint with us in one of the following ways:

- By telephoning us on - 0352438364
- By writing to us - 14 Wilray Street, Grovedale 3216
- By emailing us – Admin@velocitysolar.com.au
- In person by speaking to any of our customer service staff.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing, or we will formally document your complaint, to allow us to follow our processes.

4: Details and information required to complete a complaint process.

- Your name and contact details,
- The name of the person you have been dealing with about your solar system,
- The nature of the complaint,
- Details of any steps you have already taken to resolve the complaint,
- Details of conversations you may have had with us that may be relevant to your complaint,
- Copies of any documentation which supports your complaint.

If you lodge a complaint we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

5: Velocity Solar is committed to resolving your issues

Resolving issues at the first point of contact is our priority, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within five (5) business days. Once your complaint has been received, we will undertake an initial review of your complaint.

We are committed to resolving your complaint within 10 business days of you lodging your complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within 10 business days, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

You have the right to make enquiries about the current status of your complaint at any time by contacting us.

6: Our complaints process:

We acknowledge: Within five business days of receiving your complaint we will acknowledge receipt of your complaint.

- **We review:** We undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.
- **We investigate:** Within 10 business days of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your complaint.
- **We respond:** Following our investigation we will notify you of our findings and any actions we may have taken in regards to your complaint.
- **We take action:** Where appropriate we amend our business practices or policies.
- **We record** We will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

6: When complaints are regarding our personal

If you complain about a member of our staff, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff member objectively by:

- informing them of any complaint about their performance,
- Providing them with an opportunity to explain the circumstances,
- Providing them with appropriate support,
- Updating them on the complaint investigation and the result

7: Our complaint escalation process and rights.

Where possible, we will attempt to resolve your complaint at the first point of contact. If we are unable to resolve your complaint at the first point of contact, we will undertake an investigation of your complaint and provide you with our findings.

If you are not satisfied with how your complaint has been handled, or the resolution provided by us, you can request us to escalate your complaint to the Australian Competition and Consumer Commission (ACCC).

You reserve the right to refer your complaint to your relevant federal, state or territory consumer protection agency at any time.