



## **Policy**

1.1 This policy is intended to ensure that **Discover Solar Pty Ltd** (“we”/“us”/“Discover Solar”) handle complaints effectively.

## **Definitions**

2.1 For the purposes of this policy:

(a) Complaint means an expression of dissatisfaction made to or about us, relating to our products, services, staff or our handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required. For example, a complaint may include, any expression of dissatisfaction with a solar Pv system offered or provided, with the sales process or salesperson, or with our complaints handling procedure;

(b) Complainant means any person, organisation or representative making a complaint.

## **How to make a complaint**

3.1 You may make a complaint:

3.1.1 By emailing us at [info@discoversolar.com.au](mailto:info@discoversolar.com.au) in the subject field please address the issue

3.1.2 By calling us on 1300 537 455

3.1.3 By writing to us addressed to the “Complaints Handling Officer” by email to [support@discoversolar.com.au](mailto:support@discoversolar.com.au) or by post to Level 8, 805/220 Collins Street, Melbourne VIC 300

## **Complaints Making a complaint**

If you have a complaint relating to the System, its installation or this agreement generally, you can make a complaint to us by:

1. by calling us on our telephone number as set out in the Quote; or
2. giving us written notice of this, by post or email.

We will handle your complaint in accordance with our standard complaint procedures.

If we have volunteered to be bound by the CEC Solar Retailer Code of Conduct, then these procedures will comply with that Code, and with the Australian Standard on Complaints Handling AS ISO 10002-2006.

## **If you are still not satisfied**

If you are not satisfied with the outcome of your complaint, you can refer the complaint to 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

### **Principles of objectivity**

4.1 Your complaint will be handled in an equitable, unbiased and objective manner. Our aim is to resolve the complaint without assigning blame.

4.2 We will comply with the following principles when managing your complaint:

4.2.1 Impartiality – We will avoid any bias in dealing with your complainant, the person you complain about or Discover Solar.

4.2.2 Confidentiality – We will treat your identity confidentially.

4.2.3 Completeness – We will find out all of the facts in handling the complaint;

4.2.4 Accessibility – You may make your complaint at any reasonable point or time;

4.2.5 Equitability – We will give equal treatment to all people;

### **Three Level Model of Complaint Handling**

5.1 Our complaint management system incorporates three levels of complaint management:

5.1.1 Level 1: Frontline complaint handling – early resolution

5.1.2 Level 2: Internal assessment, internal investigation, facilitated resolution or review

5.1.3 Level 3: External assessment, investigation, ADR or review

Our aim is to resolve the majority of complaints at the first level-the frontline. At each level, either the complainant or we can decide to escalate the issue to a higher level. However, there may be serious cases where either party can escalate the case to the highest level.

5.3 Level 1: Frontline complaint handling – early resolution

5.3.1 It is our aim to address the majority of complaints by frontline or early resolution.

5.4 Level 2: Internal assessment, internal investigation, facilitated resolution or review

5.4.1 The seriousness of some complaints will be escalated to the second level of complainant handling. Or if a complainant is dissatisfied with how their complaint was handled at Level 1, they can request that the complaint proceed to the second level.

5.4.1.1 Internal assessment – The information provided by you will be assessed to determine whether, and if so how, the complaint can be dealt with by Discover Solar.

Such an assessment might consider such issues as-

5.4.1.1.1 the nature and seriousness of the matters alleged;

5.4.1.1.2 the complainant's desired outcome;

5.4.1.1.3 whether there is any utility in taking the matter further;

5.4.1.1.4 the adequacy of the information provided;

5.4.1.1.5 the options available to address the complainant's concerns;

5.4.1.1.6 the appropriate level at which the matters alleged or complained about can be addressed by Discover Solar;

5.4.1.2 Internally facilitated resolution – Where Discover Solar line manager talks with you to see if some form of mutually acceptable resolution can be achieved. Where appropriate, this process may include facilitating a discussion between the frontline staff member, line manager and the complainant.

5.4.1.3 Internal investigation – Investigating allegations that raise significant issues for either Discover Solar or you. Depending on the circumstances, such investigations may be undertaken by an appropriate manager or an external advisor.

5.4.1.4 Internal review – A more senior member of staff or a line manager may review the decision of the frontline staff member or the outcome of any internal assessment or investigation of the complaint. Appropriate senior staff should be given broad discretion to overturn previous decisions and apply remedies.

#### Complaint Register

6.1.1 All complaints, and outcomes of each complaint will be logged in our Complaints Register.

#### Keeping you informed

7.1.1 We will advise you as soon as possible of receipt of your complaint and the expected timeframe for resolution of that complaint.

### **How long will we take to deal with your complaint?**

8.1.1 We will advise you of the outcome of your complaint within 21 days of receipt.

8.1.2 However where additional time is required we will inform you of the need for more time to complete the investigation and we will complete the investigation within 45 days of receipt of the complaint.

### **No cost**

9.1.1 There is no cost involved to you for making a complaint. However, if you are dissatisfied with our outcome of your complaint, and/or the outcome of Fair Trading or Consumer Affairs body, and if you decide to pursue your complaint with your local Court or Tribunal, then you will have to pay the Court or Tribunal a filing fee.

### **Unreasonable conduct**

10.1.1 Complaint conduct is likely to be unreasonable where it involves behaviour which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for Discover Solar or its staff. Examples include unreasonable persistence, unreasonable demands, unreasonable lack of cooperation, and unreasonable arguments and unreasonable behaviour.

10.1.2 We request that complainants treat our staff with respect at all times.

### **Acknowledgements**

11.1.1 This policy has been drafted taking into account the Australian and New Zealand Standard Guidelines for complaint handling in organizations AS/NZS 10002:2014.