

## PowerSmart Solutions Complaints Handling Procedure

PowerSmart Solutions priority is our commitment to our customers and their entire solar experience with our company. We are committed to providing a level of service that will exceed our customers' expectations. Whilst we take every precaution and make every effort to deliver an exceptional experience, sometimes plans change. On the rare occasion a formal complaint is lodged, please follow the procedure as outlined below.

### Our complaint management system is intended to.

- Enable us to identify and rectify any issue raised in a timely and cost-effective manner.
- Give our customers confidence in our administrative and rectification processes.
- Allow us to make improvements in our processes including staff, services, products, and complaint handling

### Complaint Handling Procedure

- A complaint can be reported verbally via phone, in writing by letter or by email.
- A complaint will be processed and directed to the relevant department for rectification.
- We will endeavor to resolve any complaint within five working days.
- Should any complaint not be able to be resolved within five working days, we will escalate that complaint to upper management and endeavor to resolve complaint within twenty-one working days.
- Complainant will be kept informed at all times of resolution action taken.

### Complaint Lodgment

- 1300 800 963
- [solar@powersmartsolutions.com.au](mailto:solar@powersmartsolutions.com.au)
- [www.powersmartsolutions.com.au](http://www.powersmartsolutions.com.au)
- Unit 8 / 30 Octal Street, Yatala, Queensland 4207

### Unresolved Complaints

In the extremely unlikely event that PowerSmart Solutions are not able to resolve your complaint, an escalation can be made to.

- Clean Energy Council - 03 9929 4100
- Office of Fair Trading – 13 74 68

