

Amazing Solar Complaint Handling Procedure

Customer satisfaction is extremely important to us, we endeavour to deliver the best possible customer service to our customers and yet in a rare occasion should you require to lodge a formal complaint, we would do our best to resolve your matter at the soonest possible.

Complaint Handling Procedure:

Amazing Solar has a comprehensive customer complaint procedure, it includes all members of Amazing Solar including Directors to resolve any issue in the best possible way. We try to resolve any issue as soon as it is sent to us, however at times we need a time of 14-21 days from the time a written complaint is lodged to resolve an issue if it needs to be looked at in detail.

In case the resolution is not achieved within the time frame we set out to, we would communicate the requirements and resolve the issue in no more than 45 days of initial complaint.

In case you would like to escalate this complaint outside Amazing Solar, we have listed the contact details at the end of this document.

Step 1: Log a service request:

Raise a request by sending an email to us at the below email id: customercare@amazingsolar.com.au; Your complaint must include the below details:

- Your Amazing Solar Contract Id.
- Your name and contact details
- The nature of complaint in detail
- Measures taken to resolve issue at your end
- Remedy requested

Step 2: Resolve Issue over the phone: As soon as a complaint is lodged one of our Customer Care executives contacts the customer over the phone and help them resolve the issue over the phone.



Step 3: Complaint Resolution by Management: In case the issue needs to be looked at in detail; we redirect the complaint to the management who will be able to find out the best possible resolution as required.

Step 4: Organise a Technician: In case by any chance the issue needs a further detailed analysis, the management organises a technician to visit the customer and provide a complete resolution of the issue.

Contact Details:

Amazing Solar Solutions

Phone: 1300 025 955

Email: customercare@amazingsolar.com.au

Address: Unit 16/260-276 Abbots Road, Dandenong South, VIC 3175

Clean Energy Council

Phone: 03 9929 4100

Address: Level 15, 222 Exhibition Street, Melbourne, VIC 3000

Consumer Affairs Victoria

Phone: 1300 558 181

Address: GPO BOX 123, Melbourne, VIC 3001

Australian Competition & Consumer Commission

Phone: 1300 302 502

Address: GPO BOX 520, Melbourne, VIC 3001



www.amazingsolar.com.au

 **1300 025 955**