

Amazing Solar Complaint Handling Procedure

At Amazing Solar, we are committed to providing the best possible customer service. Should you have any complaint, we have established the following process to ensure your matter is resolved promptly, fairly, and in line with the New Energy Tech Consumer Code (NETCC).

1. Lodge a Complaint:

Customers can lodge a complaint by:

Sending an email to support@amazingsolar.com.au

Including:

- Your Amazing Solar Contract ID
- Name and contact details
- Nature of the complaint
- Measures taken so far
- Desired remedy

2. Acknowledgment

We will acknowledge your complaint:

- Within 5 business days of receipt, including a reference number and an estimated timeline for review

3. Initial Assessment

We will review your complaint and:

- Within 15 business days, advise you if
 - We can resolve it,
 - Need more information, or
 - Will investigate further.

If we cannot proceed, we'll notify you promptly with reasons.

4. Investigation: If an investigation is required:

- We will review available information and may seek further details.
- We will respond with a proposed resolution within 30 business days.
- If this timeline needs to be extended, we'll notify you with reasons and provide an updated timeline.

5. Resolution: Depending on the nature of your complaint:

- Our management team may review the matter
- We may send a technician for on-site inspection
- We will confirm outcomes and proposed remedies in writing
- You have the right to accept or reject the proposed remedy

6. Resolution: Once resolved: We will send you a Final Closure Letter, including:

1) Outcome of the complaint, 2) Actions taken, 3) Information about external review options if you are dissatisfied.

7. External Review: If you remain dissatisfied, You can contact:

New Energy Tech Consumer Code Administrator via NETCC website

Clean Energy Council:

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

Ph: 03 9929 4100

Consumer Affairs Victoria:

Address: GPO Box 123, Melbourne VIC 3001.

Ph: 1300 558 181

Australian Competition & Consumer Commission (ACCC):

Address: GPO Box 520, Melbourne VIC 3001.

Ph: 1300 302 502

8. Record-Keeping: All complaints, resolutions, and correspondence are logged and kept for review as required by NETCC standards.