

# Complaint Handling Procedure

At Australian Energy Upgrades, we are committed to providing a high level of service to our customers. We strive for excellence in all that we do, from the products we supply to the service we provide. Unfortunately, at times we may fall short and provide a product or service which our customers feel is unsatisfactory.

If you have received a product or experienced a service from Australian Energy Upgrades, one of our Subsidiaries or representatives which you feel does not align with our above statements, we encourage you to lodge a formal complaint.

At Australian Energy Upgrades, we appreciate your feedback and will ensure your complaint is resolved promptly and appropriately.

## Our complaint handling procedure is as follows:

### 1. Make contact

Call: **1300 996 917**

Email: [info@australianenergyupgrades.com.au](mailto:info@australianenergyupgrades.com.au)

Visit our website: [www.australianenergyupgrades.com.au](http://www.australianenergyupgrades.com.au)

### 2. Lodge formal complaint

If your complaint is of a serious nature please lodge a formal complaint via our online complaints form.

This is to ensure we receive your complaint, obtain the correct details, can appropriately trace and assign your complaint to a support manager and record any updates along the way.

**Please complete and submit a formal complaint here:**

[www.australianenergyupgrades.com.au/complaints](http://www.australianenergyupgrades.com.au/complaints)

### 3. Resolution

- a. You will be notified via email immediately upon submission of formal complaint with an acknowledgement of receipt
- b. We will investigate your complaint and seek a resolution within 21 days of receipt. Where additional time is required:
  - i. we will inform you of the need for additional time to resolve your complaint
  - ii. following a thorough investigation, we will inform you of the outcome and offer a resolution within 45 days of receipt of initial formal complaint.

We appreciate your feedback and will take actions to prevent similar events occurring in the future.

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

If you are dissatisfied with the outcome of your complaint and wish to escalate it outside of Australian Energy Upgrades, please see contact details below.

#### **Clean Energy Council**

Phone: 03 9929 4100

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

#### **Australian Competition & Consumer Commission**

Phone: 1300 302 502

Address: GPO Box 520, Melbourne VIC 3001

#### **Consumer Affairs Victoria**

Phone: 1300 558 181

Address: GPO Box 123, Melbourne Vic 3001

#### **Fair Trading New South Wales**

Phone: 13 32 20

Address: GPO Box 972, Parramatta NSW 2124

#### **Access Canberra**

Phone: 13 22 81

Address: GPO Box 158, Canberra ACT 2601

#### **Consumer Affairs Darwin**

Phone: 1800 019 319

Address: GPO Box 40946, Casuarina NT 0811

#### **Consumer Affairs Alice Springs**

Phone: 1800 019 319

Address: GPO Box 1745, Alice Springs NT 0871

#### **Office of Fair Trading Queensland**

Phone: 1800 019 319

Address: GPO Box 3111, Brisbane QLD 4001

#### **Consumer Protection Western Australia**

Phone: 1300 304 054

Address: Locked Bag 100, East Perth WA 6892

#### **Consumer and Business Services South Australia**

Phone: 13 18 82

Address: GPO Box 1719 Adelaide SA 5001