

## Complaints Handling Procedure

**Max Energy Solar** aims to provide the highest level of customer service, which includes the handling of all complaints. We are committed to delivering the best possible customer service to our customers, however if an issue does occur, we are committed to resolving it as early as possible. The objective of this procedure is to assist Max Energy Solar to provide guidance and resolve complaints in an efficient, effective and professional manner in respect of our business activities and dealings with customers. We endeavor to resolve all customer complaints in a prompt and timely manner, however there are times that some take precedence over others. The complaints are managed effectively, which includes the solar system issues, service issues, any installer / subcontractor / employee issues. We are committed to understanding and responding to the needs and concerns of our customers.

### **How a Complaints can be made:**

A Complaint can be reported verbally via phone, in person or in writing via letter, email or via website to Max Energy Solar. When making a complaint, please provide the following information to assist with customer query:

- Details to support the claim may include a copy of invoice or receipts which provides the proof of purchases of the products from Max Energy Solar.
- Contact details of the customer.

### **After receiving the Complaint:**

**To address the complaints, we follow the following steps:**

- 1. Determine the Nature of the Complaint:** We will gather all the information related to the complaint, including customer's name, contact information, and specific details of the complaint.
- 2. Document the Complaints:** Max Energy Solar will acknowledge receipt of a complaint immediately upon receipt and create an official record of the complaint and all relevant details.
- 3. Assign Responsibility:** We will assign a team member to investigate and identify the issues based on the details provided and take ownership of the situation within reasonable time period which is not more than 5 business days.



**4. Investigate the Complaint:** We will collect all evidence related to the complaint, including any documents, emails, or other records.

**5. Respond to the Complaint:** Any urgent complaints to be taken action as a “Priority Complaints” and we will reach to the clients within 24 hours and will identify the issues to be rectified and required to be resolved.

In some exceptional circumstances, if we are not able to resolve the issue within the above time frame, we’ll contact the customer and explain the reason for the delay and the estimated time frame to resolve it. While a complaint is being investigated and worked upon, the complainant will be provided with updates via phone calls and emails about the progress.

**5. Implementing the Resolution:** Max Energy Solar will ensure the resolution is properly implemented and the customer is satisfied with the outcome.

**7. Follow up:** We do follow up with the customer after the resolution has been implemented to ensure our customer satisfaction.

**8. Review the Complaint:** Max Energy Solar will review the complaint and the resolution to identify any areas for improvement for the future and we are committed to continually improving our complaints-handling processes.

If any complainant remains dissatisfied with the way the complaint has been handled, the customer can contract Fair Trading. Any non - compliance of Solar Retailer Code of Conduct may be raised to CEC or Max Energy Solar.

Contact details of Max Energy Solar and respective offices are provided below:

**Max Energy Solar Contract Number - 1300 707 749**

**Email: [admin@maxenergysolar.com.au](mailto:admin@maxenergysolar.com.au)**

**Website: [www.maxenergysolar.com.au](http://www.maxenergysolar.com.au)**

**Department of fair Trading (ACT): [02] 6207 3000 or 13 22 81**

**Department of fair Trading (NSW): 13 32 20 Website: <https://www.fairtrading.nsw.gov.au/>**

**Department of fair Trading (QLD) :13 7468**

**Consumer Protection (WA): 1300 304 054**