



The power is yours.

**CUSTOMER COMPLAINTS
HANDLING PROCEDURE**



Customer Complaints Handling Procedure

Electribuild Pty. Ltd. (ABN 75 658 944 051) strive to provide an easy, reliable and efficient service to all of our customers that we deal with. In the unlikely event, we may not have delivered this service to a satisfactory level, as you would have liked, we welcome your feedback to improve our service to you and to help you resolve the matter as quickly as possible.

If you're unhappy with the services offered by Electribuild, contact us and we'll address your concerns promptly and fairly. We will make reasonable endeavours to resolve the dispute as quickly as possible.

We will handle your complaint in accordance with our standard complaints procedures. If we have volunteered to be bound by the CEC Solar Retailer Code of Conduct, then these procedures will comply with that Code, and with the Australian Standard on Complaints Handling AS ISO 10002-2006.

As a consumer you have the right to expect that PV systems supplied by Electribuild will:

- a. Perform properly
- b. Reflect the agreed contract
- c. Be fit for purpose as per the specification provided and as outlined by Electribuild.
- d. Meet the standards the consumer would reasonably expect.

Electribuild Commitment to you.

Electribuild commitment to you covers the following aspects:

- We recognise our customers have a right to raise a concern in regard to service, product issues, workmanship and warranty claims.
- We will resolve any issues customers may have with our products or services in an effective, respectful and professional manner.
- We will strive for the continual improvement of the quality of our products and services.

To demonstrate this commitment, we will:

- Provide adequate resources, including appropriately trained and qualified personnel, to enable us to manage your complaints efficiently and effectively.
- Address each complaint in an equitable, objective and unbiased manner, with a view to a fair and reasonable outcome.

- Respond quickly to any complaints in a professional, courteous and fair manner.
- Endeavour to resolve all concerns at the customer's initial contact.
- Keep customers informed on the progress of their complaint (by telephone or in writing) until the matter is resolved.
- Provide clear and informative responses to complaints.
- Advise customers of their right to escalate complaints to more senior staff within Electribuild, or if the issue is still not resolved and if applicable, to the energy Consumer Affairs Victoria Energy and Water Ombudsman (if applicable, or any other relevant external dispute resolution body in which the customer is located), and by providing contact details where requested.
- Respect our customers' privacy, and the need to keep personal information confidential.
- Record, monitor and review complaints in order to identify any trends, and take appropriate steps to rectify potential problems.

Procedure to lodge a complaint

Please abide by the following procedures to ensure your complaint is handled effectively.

If you would like to lodge a complaint with Electribuild, please contact us in one of two ways:

1. Via phone call on (03) 9981 6666 OR
2. Via email at operations@electribuild.com.au

Team members will be monitoring both channels of communication and enquiries daily. These enquiries/complaints will be managed by trained staff in the effective handling and resolution of disputes.

Alternatively, you can submit your complaint in writing by:

Post: Attention to Electribuild's Customer Service at
79 Indian Drive Keysborough, Victoria, 3173.

Electribuild aims to resolve all verbal and written complaints promptly. All complaints will be acknowledged within five business days of submission together with an estimation of the time frame for resolving the complaint based on its complexity. However, all complaints will be resolved 21 days and will not exceed 45 days if the complaint appears to be more complex.

If a complaint remains unresolved on the first contact (whether by phone or in writing), or beyond what you consider is a reasonable time frame you may request that it be escalated to our Managing Director.

Escalation of complaints

Electribuild seeks to resolve any complaints directly but if, after a period of time, the complaint remains unresolved, you may escalate your matter externally. You can request that it be referred for mediation to the Consumer Affairs Victoria, or any successor body. If this occurs, then both you and Electribuild must agree to abide by the mediation rules of the Consumer Affairs Victoria or the Energy and Water Ombudsman. In Victoria customers can contact the Energy and Water Ombudsman if they are unable to resolve an issue with their energy seller on 1800 500 509 or at www.ewov.com.au/contact. Note: In all other states and territories, energy customers in embedded networks can only contact their ombudsman if they buy their energy from an authorised retailer.

If you are still not satisfied

If you are not satisfied with the outcome of your complaint, you can refer the complaint to with the relevant Fair Trading or Consumer Affairs office in your state or territory, as follows:

ACT: Office of Regulatory Services
Phone: (02) 6207 3000

NSW: Fair Trading
Phone: 13 32 20

NT: Consumer Affairs
Phone: 1800 019 319

Qld: Office of Fair Trading
Phone: 13 74 68

SA: Consumer and Business Services
Phone: 13 18 82

Tas: Consumer Affairs and Fair Trading
Phone: 1300 654 499

Vic: Consumer Affairs
Phone: 1300 558 181

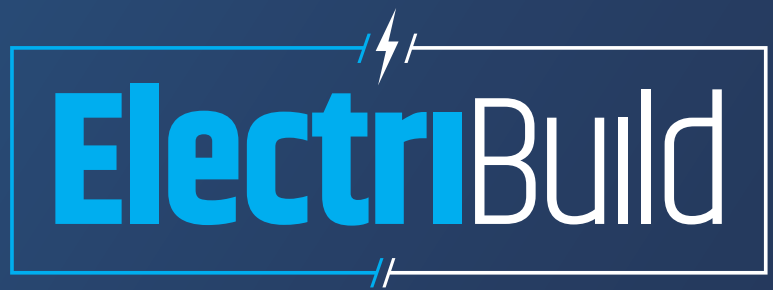
WA: Consumer Protection
Phone: 1300 304 054

Customer Privacy

Electribuild respects your right to privacy and confidentiality throughout the complaints and disputes resolution procedure. All personal information is treated by Electribuild in strict accordance with its obligations under the Privacy Act. We will always maintain the confidentiality of your personal information. A copy of Electribuild Privacy Policy is available on request and is published on our website.

Policy Updates

Please note that this Policy may be updated from time to time to keep abreast of regulatory changes or common practice. All changes will be published on the Electribuild website and is available to consumers at all times.



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79 Indian Dr. Keysborough VIC 3173

electribuild.com.au