



# Customer Complaint Handling Procedure

## Overview

At Green Sky Australia our aim is to deliver the highest level of professionalism and quality to all our customers. However, we are only human and understand that problems can arise. We are here to help resolve any issue along the way. The following sets out our commitment to resolving customer complaints:

## Making a complaint

If you have a complaint relating to the System; its installation or our agreement generally, you can make a complaint to us by:

- Calling us by telephone: 03 9770 8780
- Giving us written notice by post: PO Box 153 Braeside Vic 3195
- Giving us written notice by email: [info@greenskyaustralia.com.au](mailto:info@greenskyaustralia.com.au)

We will handle your complaint in accordance with our standard complaints procedures. We are bound by the CEC Solar Retailer Code of Conduct, and will comply with the code, and Australian standard on Complaints Handling AS ISO 10002-2018.

## Procedure

- We will try our best to resolve all complaints immediately at the time they are raised, be that by email or phone call. However, if we need to investigate it further we will tell you what we're doing to resolve it, within five working days.
- The time we spend investigating a complaint is determined by its seriousness and complexity, but we're committed to resolving all complaints within 21 working days of receiving them.
- Sometimes we might not be able to resolve a complaint within the time frames set out above. If that's the case, we'll contact you and explain the reason for the delay and give you a new time frame for resolution.
- While a complaint is being investigated, we'll provide you with regular progress updates so you know what is happening.
- If you are not happy with how your complaint has been resolved, we will escalate the complaint to the next level of management within the company and review it.

If you need an interpreter, call TIS National on 131 450.

If you are still not satisfied with the outcome of the complaint you can refer the complaint to the relevant Fair Trading or Consumer affairs in your state:

## Contact Details

### Green Sky Australia

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

Phone: 03 9770 8780

Post: PO Box 153 Braeside Vic 3195

Address: 4 / 70 Colemans Rd Carrum Downs Vic 3201

### 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

**Tas: Consumer Affairs and Fair Trading**

Phone: 1300 654 499

**Australian Competition & Consumer Commission:**

Phone: 1300 302 502

Address: GPO Box 520 Melbourne VIC 3001

