

## Complaint Handling

### Overview

At Top Value Solar, we are committed to providing our customers with the highest level of customer service and an exceptional customer journey, and we value all feedback and will address every concern. We understand that responding effectively and efficiently to feedback assists us in improving our service and enables us to deliver better outcomes. We aim for only satisfied customers, however; we do understand that there may be rare occasions where we may receive customer complaints, and we are dedicated to resolve them as quickly as possible.



### Scope

Complaints managed under this policy may be in relation to:

- A service OR solar energy system supplied and installed by Top Value Solar
- A Top Value Solar employee or installer's conduct

### What classifies as a complaint?

We see a complaint as any expression of dissatisfaction or grievance made to us about any of our products, services, representatives, or conduct.

### Our complaint handling procedure:

We try to address or resolve all complaints as soon as they are raised. However, the matters of complex nature may require further investigation and thus may take some more time. We keep our customers in loop of communication throughout the process of issue resolution. Our targeted time frames to address most issues is five (5) business days and resolve the issue as promptly as possible.

If the complainant is not satisfied with the resolution outcome, we will escalate the matter to higher authority and expedite addressing the complaint further, with the aim of a resolution that is satisfactory to the customer. Depending on the nature of the complaint it may take a little longer than to escalate and resolve, however we remain committed to resolving all complaints within twenty (28) business days of receiving them unless a clear reason is present for extending the timeline.

If the case happens to be more complex and requiring longer than twenty (20) business days, we will contact the customer and explain the reason/s for any delays, providing an as accurate as possible a new timeframe for a resolution.

While any complaint is being investigated and addressed, the complainant will be provided updates via phone calls and/or emails regarding any progress.

### **Lodging a complaint:**

To lodge a complaint, please find below our office contact details. If you feel the need to escalate the complaint outside the company the Clean Energy Council's details have also been listed below:

Our Office Number: 1300 413 266

Complaints Email: [admin@topvaluesolar.com.au](mailto:admin@topvaluesolar.com.au)

Company Website: <https://www.topvaluesolar.com.au/contact/>

Office of Fair Trading QLD: 13 74 68

ACCC: 1300 302 502

**1300 413 266**