



Complaints Handling Policy

At DT Electrical & Data Communications Pty Ltd ("DT Electrical") we make a great effort to deliver best possible customer service to our customers, however if an issue does occur, we are committed to resolve it as quickly as possible. All complaints will be handled and recorded in accordance with the Clean Energy Council Solar PV Retailer Code of Conduct.

▶ Making a Complaint:

A complaint can be reported verbally via phone, in person or in writing via letter or email to DT Electrical:

- ▶ Phone: 0457 772 977
- ▶ Email: installs@dtelec.com.au
- ▶ Address: 5 Queen Street NUNAWADING VIC 3131

▶ To Assist Us:

In resolving your complaint as quickly as possible, please provide the following information:

- ▶ Your name and contact details.
- ▶ The name of the person(s) you have been dealing with.
- ▶ The nature of the complaint; please include as much information as possible.
- ▶ Details of any steps you have already taken to resolve the complaint.
- ▶ Details of any conversations you've had with relevant people with regards to the complaint.
- ▶ Remedy requested.
- ▶ Copies of any evidence that supports your complaint.

▶ The Complaint Process:

1. We will resolve all complaints at the time they are raised. However, if we need to investigate it further, we will endeavour to resolve the complaint, or tell you the actions we are taking to resolve it, within seven working days.
2. Complaints will initially be handled by the administration team at DT Electrical. They will communicate with our installers if necessary and come back to you with a resolution. If you are not happy with the resolution from the administration team, we will redirect the complaint to Management who will review and determine whether further resolution is needed.
3. We will always try to find a resolution for your complaint as soon as it is sent to us. However, there are times that the complaint needs to be looked at in more detail. We are committed to providing an outcome within 21 days of when the complaint was made.
4. If, for any reason, the complaint resolution isn't going as fast as we set out to, we will communicate the need for more time with you and resolve the complaint within 45 days of the initial complaint.
5. If you are not satisfied with the outcome you may escalate the complaint by contacting an external authority. We have provided the details of the Clean Energy Council and Consumer Affairs Victoria below:
 - ▶ 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