



COMPLAINTS PROCEDURE

Connect Solar & Electrical prides ourselves on providing the best customer service possible. We also understand that sometimes issues arise, and hence we have a procedure to help manage and resolve complaints.

PROCEDURE

To make a complaint, please contact us:

Phone: 0488 480 086

Email: admin@connectsolarelectrical.com.au

Address: 4 Cleeland Court, Wodonga VIC 3690

Upon receipt we will contact you to see if we can resolve the issue on the spot. If not, we will provide an outcome to all complaints within 21 days of receipt. During which time one of our staff will liaison with you to find a mutual resolution. If more time is required, we will notify you in writing prior to this outlining our reasons for the delay, and constantly provide you with regular updates. Additional time will not exceed 45 days total.

If you are not satisfied with the outcome of your complaint, you can refer the complaint to:

Consumer Affairs Victoria

<https://www.consumer.vic.gov.au/>

Phone: 1300 558 181

Clean Energy Council

Complaints can be registered online at:

<https://www.solaraccreditation.com.au/consumers/solar-pv-warranties-complaints-and-disputes/dispute-form.html>

If you are concerned about electrical safety - Energy Safe Victoria

(03) 9203 9700



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