

## Complaints Handling Procedure

At Evergreen Solar Power we make a great effort to deliver best possible customer service to our customers, however a issues does occurs, we are committed to resolve as early as possible.

### Making a Complaint

A Complaint can be reported verbally via phone, in person or in writing via letter, email or facsimile to Evergreen Solar Power.

### Complaint Procedure

The Complaints process of Evergreen Solar Power is as follows,

- ❖ We will try to resolve all complaints at the time they are raised. However, if we need to investigate it further, we'll endeavour to resolve it, or tell the customer what we're doing to resolve it, within five working days
- ❖ If the complainant is not satisfied with the decision. We will escalate and expedite the request to higher authority depending upon the nature of the complaint, but we're committed to resolving all complaints within 21 days of receiving them unless there is a obvious reason for extending the timeline.
- ❖ If that's the case, we'll contact the customer and explain the reason for the delay and the investigation must be completed within 45 days of receipt of the complaint.
- ❖ While a complaint is being investigated and worked upon, the complainant will be provided with updates via phone calls and emails about the progress
- ❖ If the customer is not happy with how their complaint has been resolved, we will escalate the complaint to the next level of management within the company and review it.

## How to raise a complaint with us:

- Phone: 1300 699 490
- Email: [support@evergreensolarpower.com.au](mailto:support@evergreensolarpower.com.au)
- Website: <http://evergreensolarpower.com.au>
- In Person: 2/48 Barretta Road, Ravenhall, VIC 3023
- By filling in our **online enquiry form**.

If you would like to escalate the complaint outside the company you may contact to below parties.

### Clean Energy Council:

Phone: 03 9929 4141

Address: Level 15, 222 Exhibition Street, Melbourne VIC 3000

### Consumer Affairs Victoria:

Phone: 1300 558 181

Address: GPO Box 123, Melbourne VIC 3001