

# Complaint Handling Procedure

## Overview

We are committed to resolving all complaints we get in a fair, timely and efficient manner.

### What is a complaint?

We see a complaint as any expression of dissatisfaction or grievance made to us about any of our products and services or the way we've managed a complaint. While we try to resolve all complaints in a timely manner, we recognise that some take precedence over others.

### Our complaint procedure

Agility Solar is bound by the CEC Solar Retailer Code of Conduct and complies with this Code

and also the Australian Standard on Complaints Handling (AS ISO 10002-2018).

1. We will always try to find a resolution for your complaint as soon as it is sent to us. However, if we need to investigate it further, we'll aim to resolve it, or tell the customer what we're doing to resolve it, within five working days.
2. If the complainant is not satisfied with the decision. We will further investigate and we're committed to resolving all complaints within 21 working days of receiving them unless there is a clear reason for extending the timeline.
3. If for any reason the complaint resolution isn't going as fast as we set out to, we will make sure that we communicate the need for more time with you and resolve the complaint within 45 days of the initial complaint.
4. While a complaint is being investigated and worked upon, the complainant will be provided with updates via phone calls and emails about the progress.
5. If the customer is not happy with how their complaint has been resolved at any time of the complaint investigation, we will escalate the complaint to the next level of management within the company and review it.
6. All complaints are assigned individual case numbers and tracked through our in-house team. The complaint is assigned to an individual team member and updates are recorded accordingly.

Solar Boss requires following information to lodge complaint:

- Your name, contact details and property address
- The nature of the complaint, please include as much information as possible.
- Details of any steps you have already taken to resolve the complaint.

**Office contact details: 0478614917**

**Email: [agilitysolar@gmail.com](mailto:agilitysolar@gmail.com)**

**If you are still not satisfied**

If you are not satisfied with the outcome of your complaint, you can refer the complaint to with the relevant Fair Trading or Consumer Affairs office in your state or territory, as follows:

**Office contact details:** 0478614917

Email-agilitysolar@gmail.com

**Clean Energy Council:**

Phone: 03 9929 4100

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

**Australian Competition & Consumer Commission:**

Phone: 1300 302 502

Address: GPO Box 520, Melbourne VIC 3001

**Consumer Affairs Victoria:**

Phone: 1300 558 181

Address: GPO Box 123, Melbourne VIC 3001