

COMPLAINT RESOLUTION PROCEDURE : TERMS AND CONDITIONS

OVERVIEW

4shore Solar and its employees, agents and or contractors are committed to responding to customer feedback. While we strive to provide an easy and efficient service to our clients, there may be a time where you feel you have been delivered an unsatisfactory level of service. Feedback assists us too improve our services and deliver better outcomes. If you're unhappy with our services, contact us and we will address your concerns and make reasonable endeavours to resolve the dispute.

SCOPE

Complaints managed under this policy may be about:

1. The solar system
2. Level of Service
3. An employee, installer or sales consultant

PROCEDURE

- We will endeavour to resolve all complaints at the time they are raised. However, some issues are more complicated than others and may require further investigation before a resolution is found. In this instance, we will keep you informed of our progression and steps we are taking to fix your problem.
- If additional time is required to investigate we will contact you advise of the reason for the delay and provide a realistic timeframe for resolution.
- We will provide you with regular updates on the progress of your case.

To make a complaint, please find below our contact details and regulatory bodies outside of our company whom you may address any concerns or complaints too.

4shore Solar – Answering Service, Office	1300 01 SOLAR
Website	www.4shoresolarelectrical.com.au
Email	info@4shore.com.au
Director – Complaints Resolution	0450 801 985
Clean Energy Council	03 9929 4141
Energy Ombudsman	1800 662 837
Fair Trading	13 74 68