

# Smart Energy Answers

## COMPLAINTS HANDLING PROCEDURE

As part of our customer satisfaction obligations, Smart Energy Answers has a comprehensive customer complaint procedure.

Our customer complaint process will include all members of Smart Energy Answers including directors to resolve any and all issues in the quickest way possible.

Upon receipt of customer issues (both written and verbal) we adhere to the following procedure in order to maintain our genuine commitment to complete customer satisfaction:

- Record and verify concern.
- Raise support ticket into our CRM software.
- Assign customer resolution manager.
- Consult customer and other relevant parties.
- Communicate findings to customer.
- Implement required solution.
- Analyse findings and report results to customer.
- Maintain exceptional communication with customer at all times and maintain appropriate records.
- Provide feedback on the outcome of the complaint to the customer within 21 days of receipt.
- Where additional time ( > 21 days) is needed the customer will be informed of the need for more time to complete the investigation.
- Complete an investigation within 45 days of receipt of the complaint.
- Register record of complaint and its outcome.
- Follow-up call placed at 30 days after support ticket closed.

We will try to resolve all complaints at the time they are raised. However, if we need to investigate it further, we'll aim to resolve it, or tell you what we're doing to resolve it, within five working days.

The time we spend investigating a complaint is determined by its seriousness and complexity and the time frames of relevant third parties, but we're committed to resolving all complaints within 21 working days of receiving them, as outlined below:

	<b>Low Time</b>	<b>High Time</b>	<b>Average Time</b>
<b>High Grid Voltage</b>	1 Week	4 Weeks	3 Weeks
<b>High Power Bills</b>	1 Day	7 Days	2 Days
<b>Inverter Failure</b>	1Day	21 Days	14 Days
<b>Other</b>	1 Day	Various	Various

Sometimes we might not be able to resolve a complaint within the time frames set out above. If that's the case, we'll contact you and explain the reason for the delay and give you a new time frame for resolution. In any case the investigation will be completed within 45 days of receipt of the complaint.

While a complaint is being investigated, we'll provide you with regular progress updates so you are kept in the loop.

If you are not happy with how your complaint has been resolved, we will escalate the complaint to the next level of management within the company and review it.

We will keep a record of your complaint and outcome, even after the ticket has been closed.

**A customer may lodge a complaint by:**

- Calling 1300 732 679.
- Calling the mobile number of their sales consultant.
- Emailing [info@smartenergyanswers.com.au](mailto:info@smartenergyanswers.com.au) or [support@smartenergyanswers.com.au](mailto:support@smartenergyanswers.com.au)
- Lodging an inquiry at <https://www.smartenergyanswers.com.au/contact/>

If you would like to escalate the complaint outside the company, The Clean Energy Council's and relevant Fair Trading bodies contact details are provided below:

- Clean Energy Council: 03 9929 4100 –

**NSW**

- Fair Trading NSW: 13 32 20 -  
<https://www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint>

**VIC**

- Consumer Affairs Victoria: 1300 55 81 81  
<https://online.justice.vic.gov.au/cav-forms/generalcomplaint.doj>

**QLD**

- Office of Fair Trading QLD: 13 74 68  
<https://www.fairtrading.qld.gov.au/lodge-your-complaint>

**SA**

- Consumer and Business Services: 131 882