

1. Overview

Solar Miner is committed to responding to customer feedback. Responding effectively and efficiently to feedback assists us to improve our services and deliver better outcomes. While we strive to deliver best of service to our customers, there might be times where we may receive customer complaints.

2. Scope

Complaints managed under this policy may be about a:

- Solar system,
- Service
- Employee/installer/ sales consultant

3. 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 recognize that some take precedence over others.

Our complaint procedure

- 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 the customer 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, but we're committed to resolving all complaints within 21 working days of receiving them.
- If that's the case, we'll contact the customer and explain the reason for the delay and give you a new time frame for resolution.
- 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.

Contact Us

If you need to make a complaint or would like to check the progress of a complaint, you can contact us by one of the following methods

Consumer can go to our web link: <https://www.solarminer.com.au/contact-us/> and submit their complaint online

Solar Miner Office Number	1300 285 885
Email	contact@solarminer.com.au
Website	www.solarminer.com.au
Clean Energy Council	+61 3 9929 4141
ACCC	1300 302 502
Office of Fair Trading QLD	Phone : 13 74 68 Email : BrisbaneOFT@justice.qld.gov.au

If consumer is dissatisfied with the internal outcome of a complaint, the consumer can contact to ACCC or Office of fair Trading QLD for escalating that complaint .