

In-house procedures and complaints handling

At Global Renewable Energy Solutions (GRES) Pty Ltd we take our customers seriously. We comply with Clean Energy Council Code of Conduct for Retailers. Summary of our complaint handling procedure as follows:

- (a) We follow Australian Standard on Complaints Handling AS ISO 10002-2006, which Australia adopted as the replacement for AS 4269 in 2006;
- (b) information about the complaints process are available to consumers and staff through our sale contract and website, staffs are also trained on how to handle complaints and resolve them efficient and compassionate manner.
- (c) log all complaints through telephone, website, direct communication and begin its investigation within a reasonable time of its receipt;
- (d) take all reasonable effort to advise the complainant as soon as possible of receipt of the complaint and the expected timeframe for resolution of that complaint;
- (e) feedback on the outcome of complaints must be provided to the consumer within 21 days of receipt. Where additional time is required:
 - (i) consumers must be informed of the need for more time to complete investigation; and
 - (ii) the investigation must be completed within 45 days of receipt of the complaint;
- (f) where a consumer is dissatisfied with the outcome of a complaint, the complainant will be provided with the appropriate contact details for escalating that complaint either internally or externally to the relevant state or territory industry consumer protection organisation, as an independent dispute resolution body.

Complaints handling steps

The steps below summarise key areas used in-house complaints handling:

1. Be open to complaints.
2. Collect and record complaints in the Customer Relation Management Software (Zoho).
3. Acknowledge receipt of the complaint to the complainant if it is not received in person.
4. Assess the complaint for validity, possible impact and who is the best person to deal with it.
5. Resolve as soon as is practically possible, or further investigate the complaint and then make a decision about what to do about it and act promptly.
6. Give information to the customer about what you intend to do about the complaint, and evaluate the customer's response. Is it likely that the action will satisfy the customer? If yes, then move rapidly to take the action the customer reasonably expects, bearing in mind the best practices within the industry.
7. When all possible actions have been done in your view to resolve the complaint, tell the customer and record the outcome. If the complaint is still not resolved to the customer's satisfaction, explain your decision and offer any possible alternative actions.
8. Review complaints regularly: a brief periodical review and a more intensive annual review to establish if there are any trends, or obvious things that could change or put right to stop complaints occurring, improve customer service, or make customers more satisfied.

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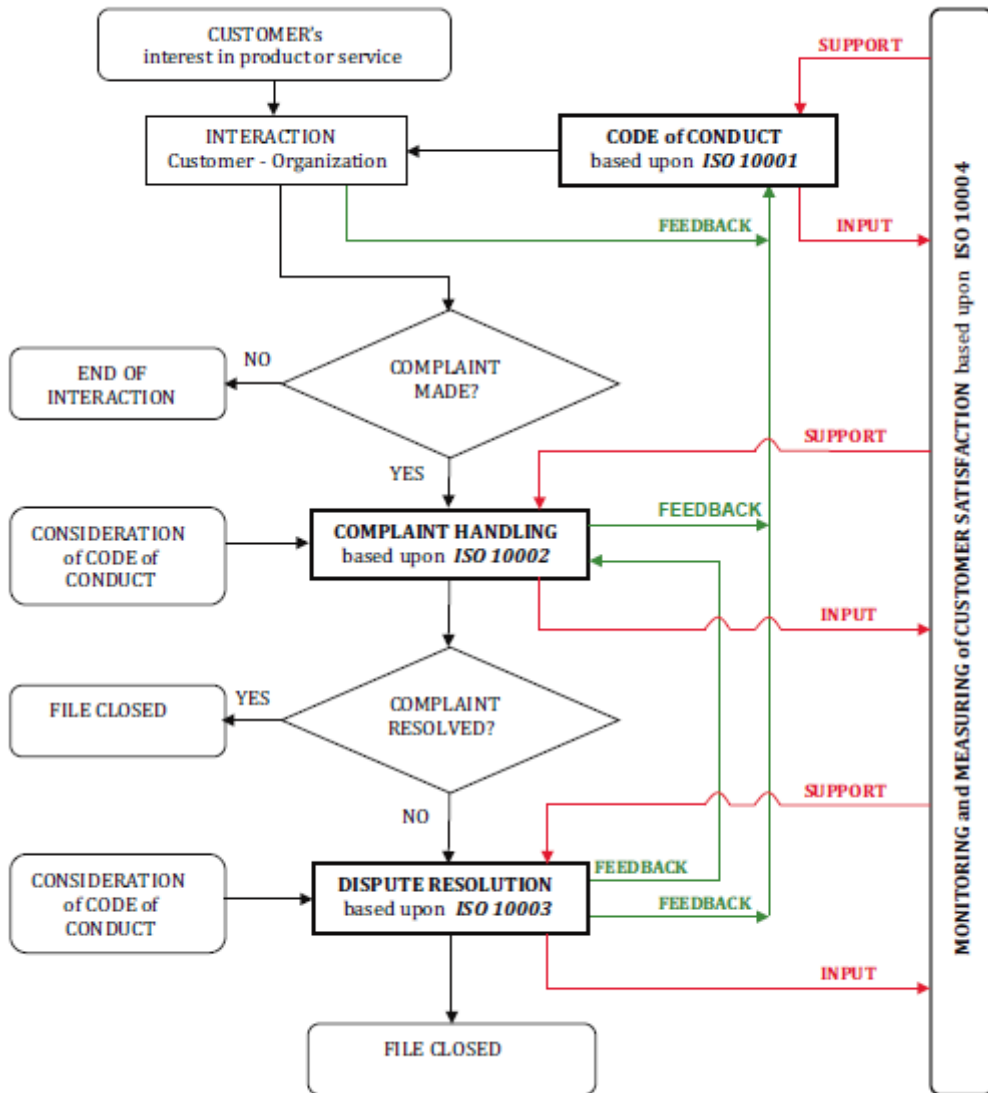


Fig 1: Interrelationship (adopted from ISO-10002-2018)

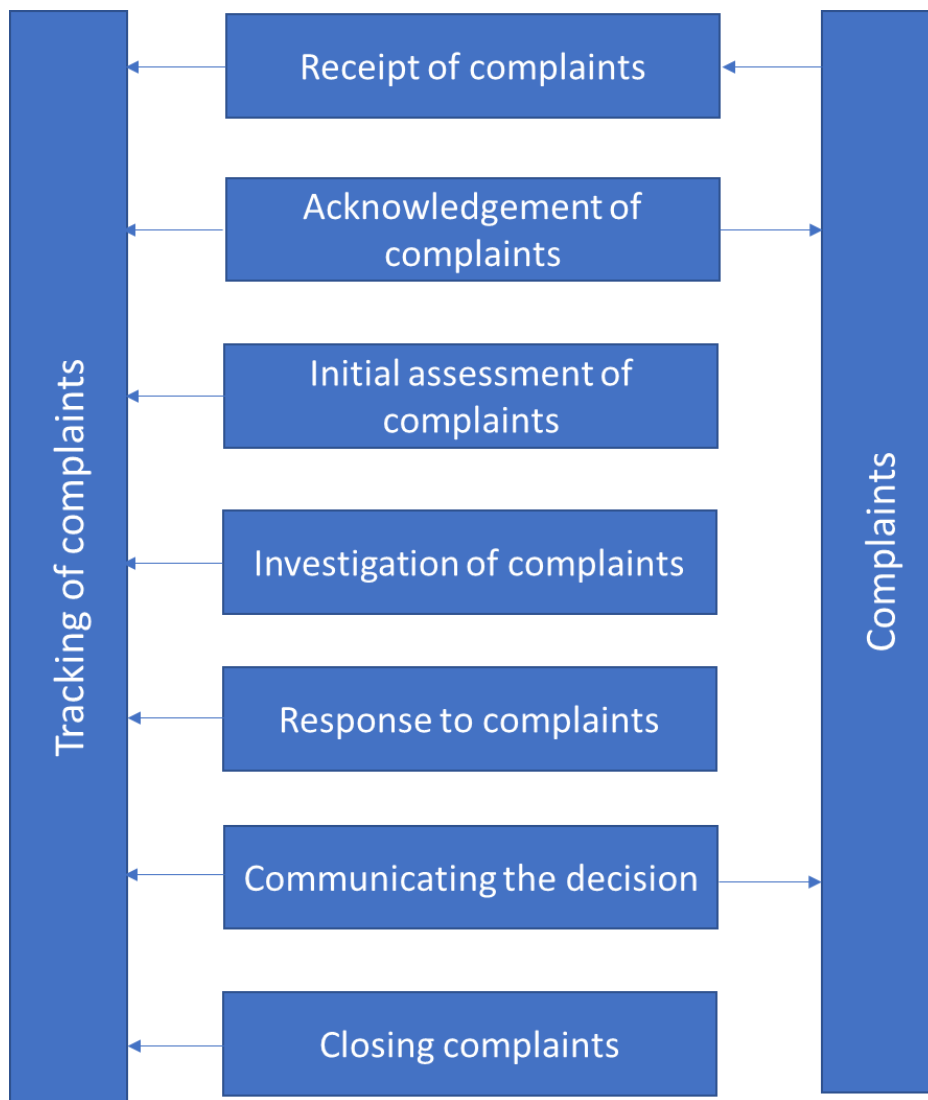


Fig 2: Complaints-handling flowchart (adopted from ISO-10002-2018)

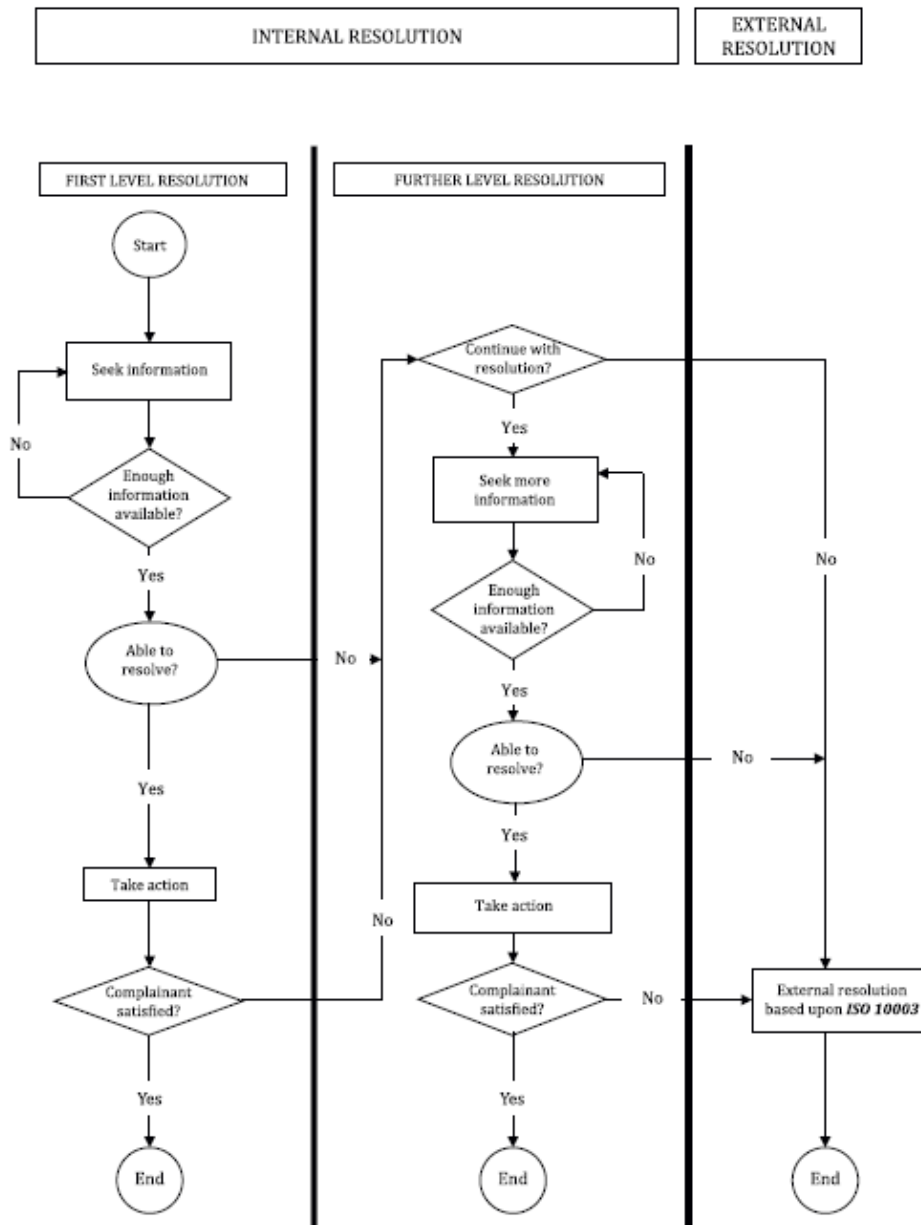


Fig 3: Escalation flowchart (adopted from ISO-10002-2018)

Customer data and compliance procedure

1. No customer data will be shared unless authorised by the customer or required to do so by law.
2. Collect and document all information including design and installation of Solar PV systems up to seven years.
3. Comply in a timely manner with reasonable requests made by the CEC for the provision of information or documentation in relation to compliance audits or investigation of suspected breaches of the Code.
4. Conduct regular audit for any breaches.
5. take all reasonable steps to promote the benefits of the CEC Code for Retailer to consumers, including telling consumers about the Code and providing copies on request.
6. Ensure that employees and representatives, whether employed directly, subcontracted or selling or providing services on the company's behalf, are aware of the Code and their responsibilities under the Code.
7. For all system designs and installations, employ and contract CEC accredited designers/installers who abide by the CEC Accreditation Code of Conduct and Accreditation Terms and Conditions, or an equivalently trained accredited designer/installer as defined by the federal government in accordance with the Renewable Energy (Electricity) (Cth) Regulations 2001.
8. Ensure the safety of installers, subcontractors and employees.
 - (a) Persons must be appropriately qualified and have completed safety training modules (as listed in CEC Accreditation Guidelines) appropriate to the work including working from heights training.
 - (b) Demonstrate due diligence in ensuring the safety of persons under their direct or indirect responsibility.

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