



Prosolar Global Complaint Handling Procedure

We are dedicated to provide the best quality services and products to help you achieve the best energy outcome for your home and business.

However, we understand that things don't always go to plan and so we're here to discuss any issues or questions you may have. This complaints procedure is to help you better understand how to address your issue and achieve the best outcome as quickly as possible.

At prosolar global, we appreciate your feedback and wish to satisfy and delight our customers.

Our complaints procedure is as follows:

Step 1: Log A Service Request

Raise a request by sending an email to us at the below email id **customer@pro-solar.com.au**; Your complaint must include the below details:

- Your Prosolar Global Contract Id.
- Your name and contact details
- The nature of complaint in detail
- Measures taken to resolve issue at your end
- Remedy requested

Once we have received a service request, we will begin its investigation within 48 business hours of its receipt.

We will provide you the feedback on your complaint within 3 weeks of its receipt. Where additional time is required;

1. you will be informed of the need for more time to complete investigation; and
2. the investigation will be completed within 6 weeks of receipt of the complaint;

Step 2: Resolve Issue over the Phone

As soon as a complaint is lodged one of our customer care executives contacts the customer over the phone and help them resolve the issue over the phone.

Step 3: Complaint Resolution by Resolution Team:

In case the issue needs to be looked at in detail; we redirect the complaint to the resolution team which will be able to find out the best possible resolution as required.

Step 4: Organise a Technician

In case by any chance the issue needs a further detailed analysis, the resolution team organises a technician to visit the customer and provide a complete resolution of the issue.

Contact Details:

Prosolar Global:

Phone: 1300 181 191

Email: customercare@pro-solar.com.au

Address: Suite 147, 139 Cardigan St, Carlton Vic 3053

The remedies and solutions offered are subject to the Terms & Conditions and Warranties which apply to the products and services that you purchased from us. These include applicable consumer guarantees and our obligations under the Australian Consumer Law or consumer legislation in place at the time you purchased your products and services.

We take all complaints seriously and necessary steps will be learned to avoid any similar issues occurring in the future to provide the best customer experience possible.

If you are still not satisfied, you can contact...

Clean Energy Council

Phone: (03) 9929 4100

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

Consumer Affairs (VIC)

Phone: 1300 558 181

Office: Consumer Affairs Victoria, 121 Exhibition Street, Melbourne, Victoria

Post: Customer Feedback, Consumer Affairs Victoria, PO Box 123, Melbourne VIC 3001

Website: consumer.vic.gov.au/

Fair Trading (NSW)

Phone: 13 32 20 (8.30am to 5pm, Mon – Fri GMT + 10 hours).

Head Office Address : NSW Fair Trading, NSW Fair Trading, 60 Station Street Parramatta NSW 2150

Postal Address: NSW Fair Trading, PO Box 972, Parramatta NSW 2124

Website: <http://www.fairtrading.nsw.gov.au/>

Consumer Affairs (WA):

Address: Department of Mines, Industry Regulation and Safety, (Consumer Protection), Level 2 140 William Street, (entrance off Murray St Mall), Perth WA 6000

Website: consumerprotection.wa.gov.au

Phone: 1300 304 054

Regional Offices

Goldfields/Esperance (08) 9021 9494

Kimberley (08) 9191 8400

North-West (08) 9185 0900

Great Southern (08) 9842 8366

Mid-West (08) 9920 9800

South-West (08) 9722 2888

Department of Justice and Attorney-General - Office of Fair Trading - (QLD)

Office: Queensland Government Service Centre, Upper Plaza Terrace, 33 Charlotte Street, Brisbane QLD 4000,

Postal: GPO Box 3111, Brisbane QLD 4001

Phone: 13 QGOV (13 74 68)

Website: <http://www.fairtrading.qld.gov.au>

Australian Competition & Consumer Commission (ACCC):

Phone: 1300 302 502

Website: www.accc.gov.au

Office Locations:

<p>Brisbane office Level 25, 32 Turbot Street, Brisbane Qld 4000 Ph: (07) 3835 4666</p> <p>Sydney office Level 27, 135 King Street, Sydney NSW 2000 Ph: (02) 9230 9133</p>	<p>Melbourne office Level 17, 2 Lonsdale Street, Melbourne Vic 3000 Ph: (03) 9290 1800</p> <p>Perth office Level 5, 1 William Street, Perth WA 6000 Ph: (08) 9325 0600</p>
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