

COMPLAINTS AND DISPUTE RESOLUTION PROCEDURE

At Trione Energy we understand that complaints and grievances can transpire and we encourage all parties to make a complaint if they have any concerns. Through efficient policies and procedures and effective communications complaints help us to improve our processes and services.

TRIONE ENERGY IS COMMITTED TO:

- Aiming to do things right the first time while recognising that complaints and grievances can transpire and the right of our customers to raise these concerns.
- Upholding ethical sales and quoting practices during all steps of the process
- Resolving any issues or problems customers may have with our products or services in a timely, respectful and professional manner.
- The continual improvement of the quality of our products and services; and
- Ensuring that all complaints and grievances are handled with a high standard of equity, transparency and fairness in a manner compliant with relevant legislation and standards including the Australian Standard on Complaints Handling AS ISO 10002-2006

WE WILL DEMONSTRATE THIS COMMITMENT BY:

- Ensuring our advertisements, promotions, quotations and statements are legal, truthful, free from all high-pressure sales tactics and comply with all relevant legislation
- Acknowledging the customers' right to expect that PV systems supplied by a Trione Energy will perform properly and be fit for the purpose as per the specifications that have been provided reflecting the agreed contract; and meet the standards the consumer would reasonably expect.
- Acknowledging that the customer is entitled to log a complaint or claim a remedy if the goods or services do not meet a consumer guarantee or our warranty; or believe that the Solar Retail Code of Conduct has been breached.
- Providing an easily accessible complaints process for our customers and one in which consumers are well informed of the complaints handling procedures.
- Ensure all staff and sales agents are informed of the complaints handling process through adequate resources, induction, supervision and ongoing training as required.
- Responding quickly to any complaints in a professional, courteous and fair manner, and aiming to resolve all concerns within 21 days of initial contact.
- Investigating and document each complaint fairly and impartially to ascertain the cause of the complaint in accordance to Privacy laws, respecting customers' privacy – e.g. product fault; personnel or installer error; our procedures / processes
- Keeping customers informed on the progress of their complaint and the expected timeframe either by telephone or in writing until the matter is resolved.
- Effective follow up and monitor of outcomes to confirm that Complainants are satisfied and has received appropriate feedback and solutions within the required timeframes
- Advising customers of their right to escalate complaints to more senior staff within Trione Energy or, if the issue is still not resolved, to Consumer Affairs Victoria (or other appropriate organisations), and by providing contact details where requested.
- Monitoring and tracking complaints to identify recurring issues within the company and take appropriate steps to rectify potential problems.
- Being accountable for effective complaint handling, and taking those steps necessary to ensure continual business improvement.

COMPLAINTS HANDLING PROCESSES

1.0 MAKING COMPLAINTS

1.1 Complaints may be made via:

- a) Email to solarsupport@trione.com.au
- b) Phone: Trione Energy Customer Service Team on 1300 806 789 9 am – 5 pm Monday to Friday

1.2 The acknowledgement of the complaint will be provided within 48 hours in accordance with section 2.4.

2.0 RECEIPT OF COMPLAINTS

2.1 The person logging the complaint will be referred to as the complainant.

2.2 Trione Energy will keep one register of all complaints made at any one time.

2.3 Each complaint will have recorded

- a) A unique number corresponding to its record in the register (“the Complaint Number”)
- b) The name of the assigned Complaint Officer
- c) Complainant’s name and contact details
- d) The date and method that the complaint was received by the office
- e) The details of the complained
- f) Agreed actions
- g) Outcome

2.4 We aim to acknowledged all complaints within 1-2 business days of receipt, the Complainant will be provided;

- a) the Complaint Number
- b) the name of the assigned Complaints Office
- c) Appendix 1: the complaint resolution process

3.0 RESOLVING CONSUMER COMPLAINTS:

3.1 The Complaints Office will aim to;

- a) Contact the consumer within two business days of the acknowledgement to confirming the details of the complaint and/or investigate the allegation as required
- b) Informing the consumer of any course of action or options when available

- c) Providing the expected timeframe for resolution of the complaint.
 - d) Providing feedback on the outcome of complaints to the complainant within 21 days of receipt.
 - e) In case the resolution is not achieved within the 21 day time, communicate to the complainant the need for more time and completed the investigation within 45 days of receipt of the complaint;
- 3.2 If a complaint remains unresolved the complainant has the right to;
- a) Ask to have the matter escalated to the Manager.
 - b) Engage an external dispute resolution party as detailed below
 - i) Issue with any solar photovoltaic (PV) product
Vic: Consumer Affairs, 1300 558 181
 - ii) Complaints regarding the conduct of the Retailer
Clean Energy Council using the [Conduct complaints form](#).