



Complaints Policy For Solar & Battery Customers

Smart Energy Group PTY LTD

1. Smart Energy Dispute Resolution Policy

In alignment with Smart Energy Group Pty Ltd's licensing obligations and Compliance Framework, Smart Energy is committed to undertaking several activities to ensure that customer complaints are managed efficiently, promptly, and in accordance with our licensing terms.

At Smart Energy, we prioritise loyalty to our customers, and we strive to maintain their trust and satisfaction. This Complaints Policy has been developed by Smart Energy after considering various critical factors.

We recognise that maintaining an effective and efficient Complaints Management System contributes to:

- Increasing customer satisfaction and retention,
- Early identification of system and process failures,
- Enhancing our quality management systems,
- Supporting an effective compliance and risk monitoring system.

Our goal is to address customer concerns quickly and thoroughly, reinforcing our commitment to excellence and continuous improvement in our services.

2. What is a complaint

A verbal or written expression of dissatisfaction about an action, a proposed action or a failure to act, or in respect of a product or service offered by or provided by a retailer, its employees or contractors where a response or resolution is explicitly or implicitly expected. This includes failure by a retailer to observe its published practices or procedures.

3. Relevant matters

A relevant matter means a matter arising between a customer and an energy retailer under or in connection with the applicable regulatory instruments, including but not limited to: a. Carrying out of an energy marketing activity; b. A retailer's obligations before a retail contract is formed; or c. A retailer's obligations under its customer retail contract. Relevant matters do not include matters concerning the setting of tariffs and charges of retailers.

4. What we will do

We endeavour to address all complaints in a timely manner. Our complaints handling process is reviewed periodically to ensure your concerns are resolved and the outcome improves the way we provide our services to you.

When dealing with any complaints raised by our customers we will:

- a. Accurately record the details of the complaint as part of Smart Energy's complaint management process, give it fair and genuine consideration and seek to achieve a fair outcome.
- b. Allocate all complaints to a complaints officer.
- c. Inform the customer that it is obliged to handle a complaint made by a customer in accordance with this Policy which can be found on the website or a copy of which can be provided to the customer on request.

- d. Enquire into the complaint within a reasonable timeframe, having regard to the nature and complexity of the complaint.
- e. Keep customers informed of any progress.
- f. Treat the complaint respectfully and handle all personal information in accordance with the Privacy Act and our Privacy Policy.
- g. If appropriate, make changes to remedy the situation to prevent the situation reoccurring.
- h. Review the complaints received from all of our customers on a regular basis to improve our business processes and offer you better service.

5. How to make a complaint

How to contact us Our commitment to addressing your concerns is highlighted by our accessibility in the various forms you can submit your complaints to us.

You can call us **1300 133 055** on weekdays, between 8:00am and 6:00pm AEST.

We are closed during National Public Holidays. Alternatively, you can write to us at Smart Energy Complaints by emailing: support@smartenergygroup.com.au.

Please provide the following basic information with this correspondence:

- account / Work order number (if available),
- First & Last Name
- Contact Details
- Preferred Method of contact eg : Email
- description of your problem.
- anything else you would like to add

We aim to get back you ALL support cases within 24 hrs Mon to Fri

If you can't resolve the complaint with us, you can lodge a complaint with your local state or territory's fair trading or consumer protection agency.

The below agencies help With all Solar & battery instals, issues or products

- [ACT: Access Canberra](#)
- [NSW: Fair Trading](#)
- [NT: Consumer Affairs](#)
- [QLD: Office of Fair Trading](#)
- [SA: Consumer and Business Services](#)
- [Tas: Consumer Affairs and Fair Trading](#)
- [Vic: Consumer Affairs](#)
- [WA: Consumer Protection](#)

8. Language

Assistance For interpreter services for languages other than English please call our friendly Customer Care Team on 1300 133 055. 9. Privacy Smart Energy understands the importance you place on privacy. Smart Energy respects and commits to protect the privacy of our customers, shareholders and everyone we deal with in our business. For complaint handling, Smart Energy is committed to maintaining the confidentiality of your personal information and will not disclose it to third parties unless required to do so under relevant privacy legislation.