

COMPLAINTS HANDLING POLICY

Purpose

At Solar System Batteries, we are committed to providing high-quality solar energy solutions and outstanding customer service. We value customer feedback and take all complaints seriously. This Complaint Handling Policy outlines our commitment to resolving complaints promptly, fairly, transparently, and efficiently, in accordance with the New Energy Tech Consumer Code (NETCC).

Scope

This policy applies to all complaints received from customers and stakeholders relating to any aspect of Solar System Batteries's products, services, business operations, or the conduct of our employees, contractors, and representatives.

How to Make a Complaint

If you wish to make a complaint, you can contact Solar System Batteries

using any of the following methods:

- Online: Submit a complaint via the Solar System Batteries website (see Appendix A for further instructions).
- Phone: Call us on 1300 313 004.
- Email: Send your complaint to the Complaints Handling Officer at support@solarsystembatteries.com.au.
- Post: Write to the Complaints Handling Officer at:

Solar System Batteries
1416 Logan Rd, Mount Gravatt QLD 4122
SUNNYBANK QLD 4109

Acknowledgement of Complaint

We will acknowledge receipt of your complaint as soon as reasonably practicable and provide you with an estimated timeframe for our response and resolution.

Complaint Investigation Process

At Solar System Batteries, we are committed to managing complaints fairly, respectfully, transparently, and efficiently. Every complaint is assessed on its merits, investigated thoroughly, and handled in accordance with the principles of the New Energy Tech Consumer Code (NETCC).

Accessible Information:

We provide clear and accessible information to customers and staff on how to lodge a complaint, how complaints are managed, and the available escalation options if a complaint cannot be resolved.

Acknowledgement of Complaints:

We will acknowledge receipt of your complaint as soon as reasonably practicable and provide an estimated timeframe for our response and resolution.

Complaint Logging and Investigation:

All complaints are recorded in our Complaints Register and assigned to an appropriate team member for investigation. We will investigate each complaint promptly, impartially, and thoroughly to identify an appropriate resolution.

Timely Response:

We aim to provide a substantive response within 15 business days of receiving your complaint. If additional time is required, we will notify you before the 15-business-day period expires, explain the reason for the delay, and provide an updated timeframe.

Final Response:

We aim to provide a final written outcome within 25 business days of receiving your complaint, unless a longer timeframe has been agreed with you.

Escalation Process:

If you are not satisfied with our final response, we will advise you of the appropriate external dispute resolution or escalation options available to you, including relevant contact details where applicable.

Privacy and Confidentiality

All complaints are handled in accordance with our Privacy Policy and applicable Australian privacy legislation. Personal information collected during the complaint process will be kept confidential and used solely for the purpose of investigating and resolving your complaint.

Unreasonable Conduct

While Solar System Batteries is committed to resolving all complaints fairly and respectfully, we expect all interactions to remain courteous and constructive. Unreasonable behaviour may impact our ability to effectively manage a complaint.

Examples of unreasonable conduct include, but are not limited to:

Aggressive, abusive, intimidating, or threatening behaviour,

including verbal abuse.

- Making unreasonable or excessive demands, including requests for unrealistic outcomes or remedies.
- Refusing to cooperate or provide information reasonably required to investigate the complaint.
- Repeatedly contacting or harassing employees or representatives.
- Using discriminatory, offensive, or inappropriate language.

Where unreasonable conduct occurs, Solar System Batteries may take reasonable steps to protect the wellbeing of our staff while continuing to manage the complaint where practicable. These steps may include:

- Issuing a warning and setting appropriate communication expectations.
- Limiting the method or frequency of communication (for example, requiring all communication to be in writing).
- Declining to respond to complaints that have already been investigated and finalised, unless new and relevant information is provided.
- Referring the matter to the appropriate authorities where there are safety, legal, or security concerns..

Acknowledgement

This Complaint Handling Policy has been developed with reference to the principles of AS/NZS 10002:2014 – Guidelines for Complaint Management in Organizations and the requirements of the New Energy Tech Consumer Code (NETCC).

Review

This policy will be reviewed at least annually, or sooner if required due to changes in legislation, regulatory requirements, industry standards, or business operations.

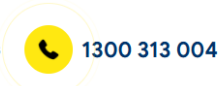
APPENDIX A

How to make a complaint online via the Solar System Batteries website

Go to our website solarsystembatteries.com.au



[Solar Battery](#) [Residential Solar](#) [Rebate Guide](#) [Support](#) [Contact Us](#)



[Request a Quote](#)

Click "Support" on the bar at the top of the website (see image below).



[Solar Battery](#) [Residential Solar](#) [Rebate Guide](#) [Support](#) [Contact Us](#) [1300 313 004](#)

[Request a Quote](#)

[Home](#) > [Support](#)

Get Quality Services and Support

Query Specification*

Order No. / Quote No.

Full Name*

Contact Number*

Email Id*

Address

Message

No file chosen

You will be directed to our Support Page (see image below).

Click on the "Query Specification" drop down and select "**Complaint**" (query specification is highlighted above)

Get Quality Services and Support

Query Specification*

Order No. / Quote No.

Full Name*

Contact Number*

Email Id*

Address

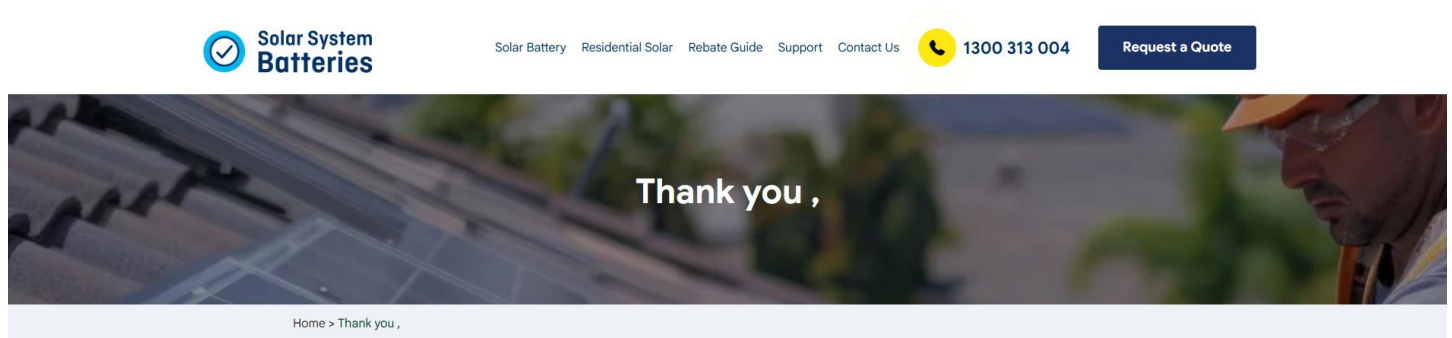
Message

No file chosen

After the **"Complaint"** drop down is selected. Please fill out your Full Name, Order Number and/or Quotation Number, Email, Contact Number, Property Address. Then write your complaint in the **"Message"** section. Additionally, you can also attach file/document if you wish to do so.

Once you have filled out the form, you can click **"Send Request"**

You will then be directed to this message below



We have successfully received your request and will send you a confirmation email shortly. One of our solar experts will contact you soon—please keep your energy bill handy for a smooth consultation.

Need assistance sooner? Call us now 1300 313 004

Last updated 27 June 2026