

Customer Complaints & Dispute Resolution Policy

NETCC | Australian Consumer Law | Solar Victoria | Victorian Energy Upgrades

Policy owner	Director / Compliance Manager
Applies to	Employees, contractors, installers and customer-facing representatives
Review cycle	At least annually and following material regulatory or operational change
Business	Planet Green Australia Pty Ltd

1. Policy statement

Planet Green Australia Pty Ltd treats complaints as an important part of customer service, compliance assurance and continuous improvement. A customer who raises a concern will be treated respectfully and will not be disadvantaged because they have made a complaint. Matters will be considered on their facts, with the objective of reaching a fair and practical outcome as promptly as reasonably possible.

This policy provides the framework used to identify, receive, assess, investigate, resolve, escalate and learn from complaints associated with our products, services, sales activities, installations and compliance obligations.

2. Scope and regulatory framework

The policy applies to complaints from residential, commercial and industrial customers, including people who have made an enquiry, received a quotation, entered into an agreement, had work performed, or otherwise dealt with Planet Green Australia Pty Ltd.

When assessing a complaint, we will consider the requirements relevant to the matter, including the New Energy Tech Consumer Code (NETCC), Australian Consumer Law (ACL), Solar Victoria requirements and Victorian Energy Upgrades (VEU) obligations, together with applicable contracts and manufacturer warranty terms.

3. What we regard as a complaint

A complaint is an expression of dissatisfaction about an aspect of our business where the person raising the issue expects a response, explanation or remedy. A customer does not need to use the word “complaint” for an issue to be handled under this policy.

- sales conduct, representations or customer communications
- pricing, quotations, payments, rebates or finance-related discussions
- installation workmanship, product performance or site conduct
- delays, missed commitments or service quality
- warranties, repairs, replacements or refunds
- documents, certificates, forms or compliance evidence
- staff, contractor or installer behaviour
- any other matter involving NETCC, ACL, Solar Victoria or VEU obligations

4. Accessing our complaints process

Complaints may be made verbally or in writing. We will not impose an unreasonable formality before a complaint is accepted. Customers are encouraged to provide enough information for the matter to be identified and investigated, such as their name and contact details, installation address, invoice or contract reference, a description of what occurred, relevant photographs or documents, and the outcome they are seeking.

Website	www.planetgreenaustralia.com.au
Email	upgrade@planetgreenaustralia.com.au
Telephone	1300 515 467
Postal / Office	16 Prime Street, Thomastown VIC 3074

5. How a complaint moves through our process

The following stages describe the normal complaint pathway. The steps may be adapted where the seriousness, urgency or complexity of a matter requires a different response.

Stage A - Receive, identify and acknowledge

The staff member receiving the concern will identify it as a complaint where appropriate and ensure it is referred for handling. We aim to acknowledge a complaint promptly and generally within two business days. The acknowledgement may also confirm the information required to progress the matter and the person or function responsible for the next step.

Stage B - Triage and immediate risk response

Before undertaking a detailed investigation, we consider whether the complaint involves an immediate safety issue, urgent service failure, vulnerable customer, possible regulatory breach or other circumstance requiring priority action. Where necessary, interim measures may be taken while the underlying complaint is investigated.

Stage C - Fact finding and assessment

The complaint handler will gather and test the information relevant to the issue. Depending on the circumstances, this can include reviewing contracts, quotations, invoices, installation records, photographs, compliance documents and communications; obtaining information from employees, installers or subcontractors; arranging a site inspection; and considering the applicable consumer, program and warranty obligations.

The investigation will be undertaken objectively. Where information is disputed, the available evidence will be considered rather than assuming that either party's account is correct.

Stage D - Proposed outcome and customer communication

Once sufficient information is available, Planet Green Australia Pty Ltd will determine an appropriate response. The outcome will be explained clearly and, where appropriate, confirmed in writing. We aim to resolve complaints as soon as reasonably practicable and generally within 20 business days. If a matter requires more time, the customer will be kept informed of the reason for the delay and the expected next steps.

Depending on the circumstances, an outcome may involve an explanation or clarification, correction of documents, rectification or repair, replacement, warranty assistance, refund or partial refund, compensation where appropriate, an apology, or corrective action such as staff retraining or changes to a business process.

Stage E - Internal escalation

If the customer remains dissatisfied, or if the complaint is significant, complex or presents a material compliance concern, the matter may be referred to the Director / Compliance Manager or other senior management for a further review. The reviewer may reconsider the evidence, seek additional information or determine whether a different remedy or corrective action is appropriate.

Stage F - Closure and follow-through

A complaint is closed when the outcome has been communicated and any agreed actions have been completed or appropriately scheduled. Closure does not prevent a customer from using an available external dispute-resolution or regulatory pathway.

6. External review and dispute resolution

A customer is not expected to wait indefinitely for an internal outcome. If a complaint cannot be resolved internally, is delayed unreasonably, or the customer remains dissatisfied, the customer may seek assistance from an appropriate external body. Depending on the subject matter, this may include:

- New Energy Tech Consumer Code (NETCC) - www.newenergytech.org.au
- Energy and Water Ombudsman Victoria (EWOV) - www.ewov.com.au
- Solar Victoria - www.solar.vic.gov.au
- Consumer Affairs Victoria - www.consumer.vic.gov.au
- Australian Competition and Consumer Commission (ACCC) - www.accc.gov.au

Where another State or Territory consumer protection agency is the appropriate body, the customer may also contact the relevant fair trading or consumer affairs authority in that jurisdiction.

7. Remedies, refunds and warranty matters

Remedies are assessed according to the circumstances and the rights and obligations that apply, including Australian Consumer Law, manufacturer warranties, the customer contract, NETCC obligations and relevant Solar Victoria requirements. Nothing in this policy is intended to restrict a customer's statutory rights.

Where a failure is major, the remedies available under Australian Consumer Law may include a refund, replacement or compensation. For a minor failure, we will generally first seek to repair or rectify the issue within a reasonable period, subject to the customer's legal rights.

8. Responsibilities and staff conduct

The Director / Compliance Manager has overall responsibility for oversight of the complaint-management framework, significant escalations, regulatory compliance and review of complaint trends. Employees, contractors and installers must cooperate with complaint investigations, provide relevant records when requested, and complete complaint-handling or compliance training required for their role.

People handling complaints are expected to communicate professionally, avoid defensive or retaliatory conduct, protect customer confidentiality and identify matters that require escalation.

9. Customers requiring additional assistance

We recognise that some customers may need additional assistance to participate effectively in the complaints process. Reasonable support will be considered having regard to the customer's circumstances, communication needs and the nature of the complaint.

10. Privacy, confidentiality and complaint records

Complaint information will be handled confidentially and in accordance with applicable privacy requirements, including the Privacy Act 1988 (Cth). Information will be used for purposes connected with complaint resolution, compliance, quality assurance and regulatory reporting where required.

The complaint record should be sufficient to demonstrate what was raised, how it was assessed and what action was taken. Records may include the complaint details, correspondence and call notes, supporting photographs or documents, investigation findings, the final outcome, rectification or remedy evidence and any corrective or preventive action.

11. Monitoring and continuous improvement

Complaints are reviewed not only as individual customer matters but also as a source of information about the effectiveness of our systems. Complaint patterns and significant incidents may be analysed to identify recurring causes, emerging compliance risks or opportunities to improve customer outcomes.

- customer communications and service delivery
- sales, quoting and documentation practices
- installer and subcontractor performance
- warranty and rectification processes
- training and supervision needs
- NETCC, VEU and other compliance controls

Where a systemic issue is identified, Planet Green Australia Pty Ltd may implement corrective action and monitor whether the change has been effective.

12. Policy review

This policy will be reviewed periodically and may be updated when there are material changes to legislation, the NETCC, government program requirements, Planet Green Australia Pty Ltd operations, or findings from complaints, audits and compliance reviews.