



## EverBright Solar 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 EverBright Solar, 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 [customercare@everbrightsolar.com.au](mailto:customercare@everbrightsolar.com.au); Your complaint must include the below details:

- ☐ Your EverBright Solar 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 maximum 25 business days of receipt of the complaint

### **Step 2: Resolving the Issue Over the Phone**

Once your complaint is received, one of our customer care representatives will contact you directly to discuss the issue and attempt to resolve it over the phone. We aim to provide a fast and effective resolution through this step.

### **Step 3: Complaint Resolution by Our Specialist Team**

If the issue requires further investigation or a more detailed approach, we will escalate your complaint to our dedicated resolution team. They will carefully assess the situation and determine the best possible solution to address your concern.

#### **Step 4: Scheduling a Technician Visit**

If the issue needs more in-depth analysis or a hands-on resolution, the resolution team will arrange for one of our skilled technicians to visit your location and resolve the issue on-site.

#### **Contact Information:**

EverBright Solar

Phone: 0415 255 950

Email: [customercare@everbrightsolar.com.au](mailto:customercare@everbrightsolar.com.au)

Address: 1/16, Myriong Street, Clayton, 3168

Please note that any remedies or solutions provided are subject to the terms and conditions, warranties, and consumer guarantees applicable to the products and services you purchased from us, as well as our obligations under the Australian Consumer Law or other consumer legislation at the time of purchase.

At EverBright Solar, we take all complaints seriously. We are committed to learning from each experience and continuously improving our services to ensure the best possible customer satisfaction.

#### **If You Are Still Not Satisfied:**

You may contact the following organizations for further assistance:

##### **Clean Energy Council**

Phone: (03) 9929 4100

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

##### **Consumer Affairs Victoria**

Phone: 1300 558 181

Address: 121 Exhibition Street, Melbourne VIC 3000

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

Website: [consumer.vic.gov.au](http://consumer.vic.gov.au)

We are here to ensure your concerns are addressed and your experience with EverBright Solar is a positive one.

##### **Fair Trading (NSW)**

Phone: 13 32 20 (Available 8:30 AM to 5:00 PM, Monday–Friday GMT+10 hours)

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

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

Website: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

##### **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 Address: GPO Box 3111, Brisbane QLD 4001

Phone: 13 QGOV (13 74 68)

Website: [www.fairtrading.qld.gov.au](http://www.fairtrading.qld.gov.au)

##### **Australian Competition & Consumer Commission (ACCC)**

Phone: 1300 302 502

Website: [www.accc.gov.au](http://www.accc.gov.au)

### **ACCC Office Locations**

- **Brisbane:** Level 25, 32 Turbot Street, Brisbane QLD 4000  
Phone: (07) 3835 4666
- **Sydney:** Level 27, 135 King Street, Sydney NSW 2000  
Phone: (02) 9230 9133
- **Melbourne:** Level 17, 2 Lonsdale Street, Melbourne VIC 3000  
Phone: (03) 9290 1800
- **Perth:** Level 5, 1 William Street, Perth WA 6000  
Phone: (08) 9325 0600

These organizations are available to help you with any further concerns or issues that may arise during the resolution process.

