



Elcon Solar Pty Ltd

ABN: 32 493 794 129

ACN: 08 0532 752

Business Address: 15 Sandover Street Doreen Victoria 3754

Contact Phone Number: 1300 033 456

E-Mail: [elconsolar@yahoo.com.au](mailto:elconsolar@yahoo.com.au) Website: [www.elconsolar.com.au](http://www.elconsolar.com.au)

## Complaints Handling Procedure

At Elcon Solar Pty Ltd we make a great effort to deliver best possible customer service to our customers and also are committed to responding to customer feedback effectively and efficiently. Customer feedback assists us to improve our services and deliver better outcomes for both the customer and our business. We are strong believers in delivering the best service to our customers however if issues do occur, we are committed to resolve them as soon as possible as we understand that not everyone is perfect. We have set up this page to help manage and resolve complaints.

### **Making a Complaint:**

For a complaint to be made to Elcon Solar Pty Ltd can be reported verbally via phone, in person or in writing via letter or email to the director of Elcon Solar Pty Ltd.

### **Elcon Solar Pty Ltd.'s Complaint Procedure:**

We will always try to resolve all complaints at the time they are raised. However, if we need to investigate the complaint further, we'll endeavor to resolve it, or tell the customer what we're doing to resolve it, within five working days.

If for any reason the complaint resolution is going to take longer than the set time frame, we will communicate the need for more time and request a longer time frame with the customer. While a complaint is being investigated and worked upon, the complainant will be provided with updates via phone calls and emails about the progress.

If the customer is not satisfied with the decision, we will escalate and expedite the request to higher authority depending upon the nature of the complaint, but we're committed to resolving all complaints within 21 days of receiving in writing.

First point of contact for complaints will be handled by our Sales Manager. If no outcome has been received then the Sales Manager will redirect the complaint to the Administration/Officer Manager who will be able to review and sort out the situation with the following required information;

- Name and contact details.
- Job/Contract Number.
- Nature of the complaint
- Remedy requested
- Copies of evidence that supports your complaint
- Details of conversation you may have had with the relevant people(s) in regards to the complaint
- The name of the person(s) you have been dealing with
- Details of any steps you have already taken to resolve the complaint

## How to raise a complaint with us:

The following requirements are to be taken place in order to place a complaint to the Elcon Solar Pty Ltd;

- Phone: 1300 033 456 or (03) 9717 9977 – during normal business hours (Monday – Friday 9am till 5pm)
- Email: [elconsolar@yahoo.com.au](mailto:elconsolar@yahoo.com.au)
- Website: [www.elconsolar.com.au](http://www.elconsolar.com.au)
- In Person: 15 Sandover Street Doreen Victoria 3754
- Our Sales Manager: Wayne McGill – 0406 355 919
- Director/Installer: Bryce Dighton – 0410 109 412

If you would like to escalate the complaint outside the company Elcon Solar Pty Ltd you may contact the following details;

Clean Energy Council

Phone: (03) 9929 4141

Address: Level 15, 222 Exhibition Street Melbourne Victoria 3000

Consumer Affairs Victoria

Phone: 1300 558 181

Address: GPO Box 123, Melbourne Victoria 3001

Australian Competition and Consumer Commission

Phone: 1300 302 502

Address: GPO Box 520, Melbourne Victoria 3001