



# ***Internal Complaint Handling Procedure***





## Introduction

GreenArch Group maintains effective and transparent procedures for the reasonable and prompt handling of complaints received from customers and keeps a record of each complaint with the measures taken for the complaint's resolution. Our Standard Complaints Handling and Dispute Resolution Procedure follows the Standards for Australia's ISO Customer Satisfaction – Guidelines for Complaints Handling.

### What is a complaint?

An expression of dissatisfaction made to GreenArch Group, related to services provided by GreenArch Group where a response or resolution is explicitly or implicitly expected. A customer or former customer of GreenArch Group, has the right to make a complaint. Our objective is to:

- a. Provide information to customers about the Complaints and Dispute Resolution Policy of GreenArch Group.
- b. Recognise, enhance and protect the interests of our customers, as well as managing their needs and expectations.
- c. Identify, through analysis, evaluation and review of complaints, opportunities to improve on the quality of our services, as well as the complaints-handling process.
- d. Increase the level of customer satisfaction and enhance relationships with our customers.

GreenArch Group is bound by the CEC Solar Member Code of Conduct and complies with this Code and also the Australian Standard on Complaints Handling.

### Registering a complaint

A customer service agent has the capacity to resolve complaints and to implement appropriate remedies when resolving complaints.

A customer call call, email, fill out online complaint form to register their complaint.

1. Phone -1300 965 799
2. Email – [info@GreenArchgroup.com.au](mailto:info@GreenArchgroup.com.au)

When resolving a complaint, we will make every reasonable effort to investigate all relevant circumstances and information surrounding the complaint. When a final response to a complaint is provided, the agent will advise the complainant of the decision as soon as practicable after deciding the outcome. GreenArch Group has an



internal KPI of **no more than 14 business days** to resolve a complaint. **The same may be extended upto 25 days if data is required from current electricity retailer or DNSP for a comprehensive analysis of the site.** If or when it becomes evident that a resolution may take longer than this, the agent must inform the customer and record the event before the original resolution time lapses.

While a complaint is being investigated and worked upon, the complainant will be provided with updates via either phone calls, texts and emails or all about the progress.

#### Usual Response TAT for complaint handling –

Product	Remote Solution TAT	Technical Visit TAT
<b>Solar Panels</b>	3 Business Days	7 Business Days
<b>Inverter</b>	3 Business Days	7 Business Days
<b>Battery</b>	3 Business Days	7 Business Days
<b>Others</b>	5 Business Days	14 Business Days

All complaints are assigned individual case numbers and tracked through our in-house team. The complaint is assigned to an individual team member and updates are recorded accordingly.

A final response will be sent to the complainant advising the outcome of their complaint (including reasons for the decision where not in their favour) and their right to take their complaint to the ACCC or Ombudsman or Consumer affairs Consumer Affairs contact Info Consumer Affairs Victoria 121 Exhibition Street Melbourne Victoria Post: Customer Feedback Consumer Affairs Victoria PO Box 123 Melbourne VIC 3001 Website: [consumer.vic.gov.au/](http://consumer.vic.gov.au/) Fair Trading Queensland Office: Queensland Government Service Centre Upper Plaza Terrace 33 Charlotte Street Brisbane QLD 4000 Postal:

GPO Box 3111  
Brisbane QLD 4001  
Phone: 13 QGOV (13 74 68)  
Website: <http://www.fairtrading.qld.gov.au/>



NSW Fair Trading Office: NSW Fair Trading 60 Station Street Parramatta NSW 2150  
Postal: PO Box 972 Parramatta NSW 2124 Enquiries: 13 32 20  
Website: <http://www.fairtrading.nsw.gov.au/> Consumer Protection

WA [www.commerce.wa.gov.au/consumer-protection](http://www.commerce.wa.gov.au/consumer-protection) 1300 304 054 Level 2 140  
William Street, (entrance off Murray St Mall) Perth WA 6000  
[consumer@dmirs.wa.gov.au](mailto:consumer@dmirs.wa.gov.au)

Regional Offices Goldfields/Esperance (08) 9021 9494

Great Southern (08) 9842 8366 Kimberley (08) 9191 8400 Mid-West (08) 9920 9800

North-West (08) 9185 0900 South-West (08) 9722 2888 Consumer Law Tasmania

Consumer, Building and Occupational Services (CBOS) Department of Justice PO Box 56

Rosny Park Tas 7018 Telephone: 1300 654 499 Facsimile: 03 6173 0205 Email:

[cbos.info@justice.tas.gov.au](mailto:cbos.info@justice.tas.gov.au) Website: <http://www.cbos.tas.gov.au> Consumer and

Business Services SA 131 882 <http://www.cbs.sa.gov.au/>



[www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au)

[13 22 81](tel:132281)

Postal address

GPO Box 158

Canberra City ACT 2601

**ACCC Contact Info**

Australian Competition & Consumer Commission:

Phone: 1300 302 502

Address: GPO Box 3131 Canberra ACT 2601

Regional State Specific Contact Details:

Adelaide

Land of the Kurna people

Level 11, 1 King William Street

Adelaide SA 5000

Phone: 1300 302 502

Phone: (08) 8213 3444 (Adelaide office)

Brisbane

Land of the Turrbal and Jagera/Yuggera peoples

Level 25, 32 Turbot Street

Brisbane Qld 4000

Phone: 1300 302 502

Phone: (07) 3835 4666 (Brisbane office)

Canberra

Land of the Ngunnawal people

23 Marcus Clarke Street

Canberra ACT 2601

Phone: 1300 302 502

Phone: (02) 6243 1111 (Canberra office)

Darwin

Land of the Larrakia people

National Mutual Centre, Level 8, 9-11 Cavenagh Street

Darwin NT 0800

Phone: 1300 302 502

Hobart

Land of the palawa

Level 2, 111 Macquarie Street

Hobart Tas 7000



Phone: 1300 302 502 Phone: (03) 9290 1800  
(Hobart office) Melbourne Land of the Wurundjeri  
people of the Kulin Nation Level 17, 2 Lonsdale  
Street Melbourne Vic 3000 Phone: 1300 302 502  
Phone: (03) 9290 1800 (Melbourne office) Perth  
Land of the Nyoongar Whadjuk people Level 5, 1  
William Street Perth WA 6000 Phone: 1300 302  
502 Phone: (08) 9325 0600 (Perth office) Sydney  
Land of the Gadigal people of the Eora Nation Level  
27, 135 King Street Sydney NSW 2000 Phone: 1300  
302 502 Phone: (02) 9230 9133 (Sydney office)  
Townsville Land of the Bindal and Wulgurukaba  
peoples Suncorp Plaza, Suite 2 Level 9, 61-73 Sturt  
Street Townsville QLD 4810 Phone: 1300 302 502  
Phone: (07) 4729 2666 (Townsville office)



## Ombudsman

Customers have the right to contact the relevant Ombudsman at any time to lodge a complaint or for free independent information and advice. If GreenArch Group provides a resolution that is not satisfactory to the customer, we must advise them that they have the option of escalating their complaint to the ombudsman. [Ombudsman phone & email](#)  
QLD - 1800 662 837 or email at [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au) NSW – 1800 246 545 or  
submit complaint online at: <https://www.ewon.com.au/page/making-a-complaint/complaint-forms>



SA – 1800 665 565 or submit complaint online at:  
<https://ewosa.com.au/submit-a-complaint?newComplaint=yes&withoutUtilities=no&supplierContact=yes>

TAS – 1800 001 170 or email at [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)

Vic – 1800 500 509 or email at [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

A complaint is resolved when it is concluded in accordance with the Rules and Guidelines (whether or not in the customer's favour).

All complaints are submitted in the GreenArch Group complaints register at:

Information captured includes the following:

- Customer account number
- Customer Name, Email & Phone
- Date complaint made
- Date when issue was observed first
- Complaint reference no. (Automatically sent to the customer via email when ticket is raised)
- Segment – Residential or SME
- Issue related to – Solar/Battery/FIT etc.
- Address – particularly the state
- Customer service agent name (Automatically sent to the customer via email when ticket is raised)
- Complaint status – closed, under investigation, escalated
- Resolution offered? If so, description
- Expected resolution date

See example of the complaints form at the end of this procedure.

The complaint register will be reviewed weekly and measurement against the resolution KPI's will be reported across the organization.

The following step(s) may be included in the resolution of a complaint-

- Any technical fault lights flashing on inverter, battery etc.
- Logging of any error codes on the inverter or battery.
- Interval data of the related NMI.
- Before and after solar bill comparison.
- Solar online monitoring at site.



- Check for grid connection and FIT on bill.
  - Check the solar production on site via online monitoring and compare it with what we have proposed in the proposal.
  - Calculate self-consumption of site.
  - Compare the solar export (kwh) of interval data with solar export of bill. (Same time period)
  - Site load (kwh) comparison with solar generation (kwh).
  - Compare the electricity rate before and after solar from bill.
- Conclusion after comparing all above data.

### Actioning a resolution

We should endeavour to resolve all complaints at the first point of contact. Once a resolution is agreed, this will be required to be updated in the register and a goal date for resolution to be added to the register as well.

### Complaint Avenues

Complaints will be submitted via the following methods:

- By Email – KPI of 1 business day to acknowledge and respond
- By phone call - Immediate acknowledgment.

*(In each case, an expected resolution time is given to the complainant & the same is logged internally)*

With every acknowledgement, a complaint reference number (must be classed as a genuine complaint) needs to be provided, which is to be saved on the register.

### If customers require further assistance

Where requested, the agent will be required to aid complainants in the formulation and lodgement of complaints, especially including for reasons of disability, hardship and difficulties with English. Customer can advise of this by:

writing or emailing; or  
contacting us through an Authorised Representative or Advocate.





An 'Authorised Representative' is someone who the customer chooses to act on their behalf, like a family member or other trusted person. An 'Advocate' is a person they have appointed to deal with us, on their behalf, but without any authority over their account. A customer can make a complaint through an Authorised Representative or an Advocate.

### Internal escalation

The escalation process is to be as follows:

- Customer Service Agent;
- Customer Service Manager;
- Operations Manager

### Credit management action suspended

Credit management should be suspended if the complaint is over a disputed amount and it has not been resolved to the customer's satisfaction or any matter that is being investigated by Ombudsman.

### Audit

The Compliance Committee will meet once a month to go through the complaints register, checking for any open tasks, that complaints are responded to and handled as quickly and efficiently as they can be.