

## Procedure for Handling Complaint

To help you achieve the best energy results for your home and business, we are committed to offering the highest quality services and products.

However, we are aware that not everything goes as planned, so we are available to talk about any problems or queries you might have. This complaints procedure is intended to give you more insight into how to handle your complaint and get the best result as soon as possible.

At Mission Green Solar, we value your opinions and work hard to please and delight our clients.  
The following is our complaints procedure:

The best way for us to assist you is if you first contact us:



**Give Us a Call**  
1300 537 656



**Message Online**  
[info@missiongreensolar.com.au](mailto:info@missiongreensolar.com.au)



**Visit website**  
[www.missiongreensolar.com.au](http://www.missiongreensolar.com.au)

After receiving your complaint, we will look into it and get back to you with an update and/or a solution within seven days for a minor issue and within 21 days for any major issues.

A support manager is given the complaint, and updates are made in accordance with that assignment.

Mission Green Solar will notify you of the action or judgement taken regarding the complaint after conducting the necessary investigation.

Additionally, Mission Green Solar will take measures to stop similar complaints from happening in the future

### The following are just a few possible solutions to the problem:

- ✓ Refunds
- ✓ Replacement
- ✓ Compensation for Repairs/Rework

The terms and conditions and warranties that apply to the goods and services you bought from us govern the remedies and solutions provided. These include any applicable consumer guarantees as well as our responsibilities under the Australian Consumer Law or any other applicable consumer laws in effect at the time you made your purchases of the goods and services.

In order to give customers, the best experience possible, we take all complaints seriously and take the necessary actions to prevent any future occurrences of the same problems.

### If you're still unsatisfied

You may file a complaint with the appropriate Fair Trading or Consumer Affairs office in your state or territory if you are dissatisfied with the resolution, as described below:

- ✓ ACT: Office of Regulatory Services Phone: (02) 6207 3000
- ✓ NSW: Fair Trading Phone: 13 32 20
- ✓ NT: Consumer Affairs Phone: 1800 019 319
- ✓ Qld: Ofce of Fair Trading Phone: 13 74 68
- ✓ SA: Consumer and Business Services Phone: 13 18 82