

Som's Energy – Complaints Policy Statement

Som's Energy seeks to maintain and enhance our reputation for providing high quality services. We value complaints as they assist us to improve our products, services, and customer service.

Som's Energy is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving complaints as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the manner in which Som's Energy receives and manages complaints. We are committed to being consistent, fair, and impartial when handling grievances.

The objective of this policy is to ensure:

- Customers are aware of our complaint lodgement and handling processes,
- Customers and our staff understand the complaints handling process,
- Complaints are investigated impartially with a balanced view of all information or evidence,
- We take reasonable steps to actively protect personal information,
- Complaints are considered on their merits, taking into account individual circumstances and needs.

Definitions

Complaint – An expression of dissatisfaction made to or about Som's Energy related to its services, staff, or the handling of a complaint where a response or resolution is explicitly or implicitly expected.

Complainant – A person or organisation making the complaint.

How a complaint can be made

If you are dissatisfied with a service provided by Som's Energy, you should in the first instance consider speaking directly with the staff member(s) you have been dealing with. If you are uncomfortable with approaching your Som's Energy contact, or you consider that the relevant staff member is unable to address your concerns, you can lodge a complaint in one of the following ways:

- By completing a feedback form on our website: [somsenergy.com.au]
- By telephoning: [0480582628]
- By writing: [office a0003 suite 535/1 Queens Rd, Melbourne VIC 3004]
- By emailing: [info@somsenergy.com.au]

If we receive a complaint verbally and it is considered appropriate, we may ask you to put the complaint in writing.

Information required

When we are investigating a complaint, we will rely on information provided by you, the customer, and information we already have. We may need to contact you to clarify details or request additional information.

To help us investigate your complaint quickly and efficiently, we ask for the following information:

- Your name and contact details,
- The name of the Som's Energy person or team you have been dealing with,
- The nature of the complaint,
- Details of any steps you have already taken to resolve the complaint,
- Details of conversations you may have had that may be relevant to your complaint,
- Copies of any documentation which may assist us in resolving your complaint.

Som's Energy is committed to resolving issues at the first point of contact; however, this will not always be possible, in which case a more formal complaints process will be followed.

Acknowledgment of Complaints

- All complaints will be acknowledged within two (2) business days of receipt.

Investigation and Resolution Process

- The complaint will be logged in our complaint register and assigned to a dedicated complaint handler.
- We will investigate the complaint and gather relevant information from internal records, installers, or third parties if necessary.
- We aim to provide the customer with a response to their complaint within **15 business days** of receipt of their complaint. If additional time is required, the consumer will be notified with reasons and an expected resolution date.
- If the issue involves a warranty claim, we will process the claim as per our warranty policy and the Australian Consumer Law.

- For manufacturer-related service complaints, we will liaise with the manufacturer or relevant service provider to ensure a timely resolution. Consumers will be kept informed about the progress of such complaints.
- If a product defect or safety issue is identified, we will offer repair, replacement, or reasonable compensation as per the warranty terms and consumer rights.
- The company will provide consumer with a final written response to the complaint within **25 business days** of receipt of the complaint, unless we have both expressly agreed in writing to an extension of this timeframe.

Complaints about our employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially, and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by determining the relevant facts, speaking with the relevant people, and verifying explanations where possible.

We will also treat our staff member objectively by:

- Informing them of any complaint about their performance,
- Providing them with an opportunity to explain the circumstances,
- Providing them with appropriate support,
- Updating them on the complaint investigation and the result.

Our complaint escalation process

If you are not satisfied with the resolution of your complaint, you can escalate the issue to the **ACCC**.

You can contact the ACCC via the links below:

- [Make an Enquiry](#)
- [Report a Consumer Issue](#)
- Call: 1300 302 502 – Monday to Friday 9 am to 5 pm AEST/AEDT, closed on national public holidays

Som's Energy will work with you and provide as much information as required to resolve your issue.

Escalation to External Bodies

If a consumer is dissatisfied with our resolution, they may contact:

- **Ombudsman Schemes:** [Relevant State or Territory Energy Ombudsman]
- **Australian Consumer Law Regulators:** [State Consumer Affairs or Fair Trading Body]
- **New Energy Tech Consumer Code Administrator**

Environmental Incentive Programs

If your complaint relates to an activity completed under a state or federal environmental incentive program, please refer to the information below.

Victorian Energy Upgrades

For questions or complaints related to the Victorian Energy Upgrades program or the code, please email the commission at veu@esc.vic.gov.au or call (03) 9032 1310 during business hours. For information, please visit the Victorian Energy Upgrades program website.

You can also contact Consumer Affairs Victoria if we have failed to resolve your complaint:
Consumer Affairs Victoria Complaints

Clean Energy Regulator Renewable Energy Target

For questions or complaints related to the Renewable Energy Target program, please email the **Clean Energy Regulator** at cer-complaints@cleanenergyregulator.gov.au or call 1300 553 542 during business hours.

You can view their complaints handling policy

here: <http://www.cleanenergyregulator.gov.au/About/complaints-handlingpolicy>