



Sunset Solar Complaints Handling Procedure

Our Commitment

At Sunset Solar, we are committed to delivering exceptional customer service and high-quality solar solutions. If something has not met your expectations, we want to know so we can resolve the issue quickly, fairly and transparently.

We value customer feedback and use complaints as an opportunity to improve our products, services and customer experience.

This Complaints Handling Procedure has been developed in accordance with the New Energy Tech Consumer Code (NETCC) and Australian Consumer Law.

What is a Complaint?

A complaint is any expression of dissatisfaction relating to:

- our products or services
- the installation of your solar system
- advice provided before or after purchase
- the conduct of our employees or contractors
- delays
- warranty matters
- our complaints handling process itself.

You may lodge a complaint at no cost.



How to Make a Complaint

You can contact Sunset Solar using any of the following methods:

Phone

(02) 49819662

Email

info@sunsetsolar.com.au

Post

Sunset Solar
42A Campbell Ave
Anna Bay
NSW 2316

Website

Complete the enquiry form on our [Contact Us](#) page.

To help us investigate your complaint, please provide:

- your name and contact details
- installation address
- invoice or contract number (if available)
- description of the issue
- any supporting photographs or documents
- the outcome you are seeking.

Our Complaint Handling Process

Step 1 – Acknowledgement

We will acknowledge receipt of your complaint as soon as possible.

Where possible, complaints received during business hours will be acknowledged within one business day.



Our acknowledgement will include:

- confirmation we have received your complaint
 - the name of the person handling your complaint
 - the expected timeframe for investigation.
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Step 2 – Investigation

Your complaint will be entered into our Complaints Register and investigated by an appropriately authorised team member.

During the investigation we may:

- review your installation records
- inspect the system if required
- speak with installers or manufacturers
- request additional information from you
- obtain technical advice where appropriate.

We will keep you informed throughout the process.

Step 3 – Resolution

We aim to resolve complaints as quickly as possible.

Under the New Energy Tech Consumer Code:

- we aim to provide a response within 15 business days
- if additional time is required, we will advise you before the 15-business-day period expires and explain the reason for the delay
- we will provide a final response within 25 business days, unless a longer timeframe has been agreed with you.



Where appropriate, resolutions may include:

- providing additional information or clarification
 - repairing or replacing faulty equipment
 - arranging further inspections
 - correcting administrative errors
 - providing refunds or other remedies where required under Australian Consumer Law
 - implementing improvements to prevent similar issues occurring.
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If You Are Not Satisfied

If you are unhappy with our final response, you may request that the matter be reviewed internally by our management team.

If the complaint still cannot be resolved, you may contact an independent organisation for further assistance.

Depending on your circumstances, these may include:

- your relevant State or Territory Fair Trading or Consumer Affairs agency
- the New Energy Tech Consumer Code Administrator
- the relevant Energy Ombudsman (where applicable).

Sunset Solar will provide the appropriate contact details if your complaint reaches this stage.

Our Commitment to Fairness

We are committed to ensuring every complaint is handled:

- respectfully
- impartially
- confidentially
- consistently
- without unnecessary delay.



Making a complaint will never affect your warranty rights or your rights under Australian Consumer Law.

Privacy

Information provided as part of your complaint will only be used to investigate and resolve the issue.

Your personal information will be handled in accordance with our Privacy Policy and applicable Australian privacy legislation.

Continuous Improvement

Sunset Solar maintains a Complaints Register to record:

- complaints received
- actions taken
- outcomes achieved
- opportunities for improvement.

Complaint trends are reviewed regularly to improve our customer service, installation quality and business processes in accordance with the New Energy Tech Consumer Code.
