



## **Evosol Complaints Handling Procedure**

### **1. Purpose**

This procedure outlines Evosol's commitment to handling customer complaints promptly, fairly, and transparently. It ensures compliance with industry standards and the requirements set by the New Energy Tech Consumer Code (NETCC).

### **2. Scope**

This procedure applies to all complaints received from prospective or existing customers regarding:

- Sales conducted by Evosol representatives.
- Installation of solar or battery systems.
- Faults or performance issues after installation.

### **3. Procedure**

#### **3.1 Receiving a Complaint**

Complaints may be lodged via phone, email, or in writing.

All complaints are immediately recorded and documented in the Evosol Incident / Complaint Report system.

The customer is contacted as soon as possible to:

Confirm receipt of the complaint.

Establish the nature and details of the issue.

Advise that the matter will be investigated promptly.

#### **3.2 Response Timeframes**

Acknowledgement: Immediate acknowledgement upon receipt.

Initial Response: Evosol aims to provide a response within 15 business days of receiving the complaint.

Progress Updates: If a final resolution cannot be provided within 15 business days, Evosol will notify the customer before this deadline and provide an update on progress.

Final Response: A final response will be provided within 25 business days unless both parties agree to a reasonable extension.

#### **3.3 Emergency Complaints**

In the case of an electrical emergency, the customer will:

Be advised to take all necessary safety precautions.

Have an electrician dispatched to site within one hour.



### **3.4 Non-Emergency Complaints**

If the issue cannot be resolved over the phone:

An Evosol representative will arrange a site visit within 24 hours or at the earliest time suitable for the customer.

Following the site visit, an action plan will be developed to resolve the issue.

If specialist work is required, such as sending an electrician, Evosol will aim to have one on-site within three business days.

Where the issue involves a warranty claim, Evosol will follow the process outlined in its After Sales Warranty Documentation.

### **3.5 Escalation Options**

If the complaint cannot be resolved to the customer's satisfaction, they may escalate the matter to external dispute resolution services by contacting:

**Consumer Protection WA.** Ph: 1300 304054 | email: [consumer@lgirs.wa.gov.au](mailto:consumer@lgirs.wa.gov.au)

Website: [www.consumerprotection.wa.gov.au/](http://www.consumerprotection.wa.gov.au/).

**The Administrator of the New Energy Tech Consumer Code (NETCC).**

Phone: 03 99294195 | email: [info@newenergytech.org.au](mailto:info@newenergytech.org.au)

Website: [www.newenergytech.org.au](http://www.newenergytech.org.au)

**Evosol Administration** Ph: 93025062 / 0401405442 Email: [sales@evosol.com.au](mailto:sales@evosol.com.au)

Website: [www.evosol.com.au](http://www.evosol.com.au)

## **4. Documentation**

All complaints are documented in the Evosol Incident / Complaint Report including:

- Customer details.
- Nature and description of the complaint.
- Date and method of receipt.
- Actions taken and timeframes.
- Photos or evidence, if relevant.
- Outcome and resolution details.
- Signatures of both the customer and Evosol representative upon closure.

## **5. Commitment to Fair Resolution**

Evosol is committed to resolving all complaints:

Promptly, within the required timeframes.

Fairly, with transparency at every stage.

In compliance with all NETCC standards and industry obligations.