COMPLAINTS HANDLING PROCEDURE

Solar PV and battery storage systems: residential and small business customers

Company	Safe Planet Pty Ltd	**ABN**	33 635 983 229
Complaints Officer	Rachel Caguingin, Admin and Compliance Officer	**Version**	2.0
Contact	0468 054 137 info@safeplanet.net.au	**Effective date**	1 September 2026
Applies to	All new energy tech sales, installations and after-sales service	**Review**	Annually, and on any change to the NETCC

1. Purpose and scope

This procedure sets out how Safe Planet Pty Ltd receives, records, investigates and resolves complaints from customers and prospective customers about the new energy tech we offer or supply. It gives effect to paragraphs 53 and 54 of the New Energy Tech Consumer Code (NETCC) and to the Australian Consumer Law, and it is referred to in clause 16 of our Sales and Installation Agreement.

It applies to every complaint relating to:

- solar PV systems and battery energy storage systems we sell or install, and any other new energy tech we offer in future
- our advertising, sales process, quotes and contracts, or the conduct of any salesperson, appointment setter or agent acting for us
- installation, activation, network connection, warranty and after-sales service
- products or services delivered by our installers and subcontractors on our behalf
- the handling of a complaint itself.

A complaint is any expression of dissatisfaction about our products, services, staff, agents or complaint handling where a response or resolution is expected. It does not need to use the word "complaint". A complaint that reaches us through the NETCC Administrator, Consumer Affairs Victoria or another external body is handled under this procedure in the same way and within the same timeframes as a complaint made directly to us.

We remain responsible for complaints about the conduct of our employees, sales agents, installers and subcontractors. We do not refer a customer to a subcontractor or agent to resolve a complaint.

This procedure is available to all staff, is provided to customers on request, and is published on safeplanet.net.au. A business day is a day other than a Saturday, Sunday or public holiday in Victoria.

2. Our commitments

Commitment	Standard
Acknowledge	Within 2 business days of receipt, in writing, with a reference number, the name of the person handling the complaint and the date by which we expect to respond
Log	Every complaint entered in the Complaints Register on the day it is received
Investigate	Promptly, fairly and impartially, by a person not directly involved in the matter

Commitment	Standard
	wherever practicable
Respond	Target: within 10 business days. If a final response cannot be given within 15 business days of receipt, the customer is told before day 15 and given a progress update
Final response	Within 25 business days of receipt, unless the customer agrees in writing to an extension
Cost	Free of charge to the customer, whichever channel is used
No disadvantage	Making a complaint never affects the service, warranty or support a customer receives from us
Keep informed	Progress updates at each stage; the customer can ask for a status update at any time
Escalation	Every response tells the customer how to escalate if they are not satisfied (section 6)

3. How customers can complain

Channel	Details
Phone	0468 054 137, Monday to Friday, 8:00 am to 6:00 pm (Melbourne time)
Email	info@safeplanet.net.au
Post	Complaints Officer, Safe Planet Pty Ltd, 36 Nexus Road, Epping VIC 3076
Website	safeplanet.net.au, contact form
In person or on site	Any staff member or installer will take the complaint and pass it to the Complaints Officer the same day

Every staff member, salesperson, appointment setter and installer is trained to recognise a complaint, record the customer's details and concern, and forward it to the Complaints Officer the same day. A complaint is never left with the person complained about.

Accessibility. Interpreter services are arranged free of charge for customers who need assistance in a language other than English. Customers who are deaf or have a hearing or speech impairment can contact us through the National Relay Service (accesshub.gov.au, 133 677). A customer may nominate a representative, carer or advocate to deal with us on their behalf.

4. Process

Step	Action	Responsible	Timeframe
1. Receive and log	Record date, channel, customer and site details, job number, nature of complaint and desired outcome. Assign a reference number. Identify any vulnerability or safety issue and flag it for urgent handling.	Any staff member, then Complaints Officer	Same day
2. Acknowledge	Written acknowledgement with reference number, handler name, expected response date and a copy of this procedure or a link to it.	Complaints Officer	2 business days

Step	Action	Responsible	Timeframe
3. Assess	Classify (sales, quote or contract, installation, performance, warranty, safety, service, other). Determine severity. Safety or supply-related matters are escalated to the Director immediately.	Complaints Officer	2 business days
4. Investigate	Gather the quote, contract, design, installation records, photos, Certificate of Electrical Safety, installer and sales notes, and the customer's account. Site inspection where needed. Contact the manufacturer for product faults.	Complaints Officer with the installer or sales lead	5 business days
5. Respond	Written response setting out findings, the remedy offered (or the reasons if not upheld), and the customer's escalation options.	Complaints Officer; Director approves any refund or replacement	Target 10 business days; update before day 15; final by day 25
6. Implement remedy	Carry out rectification, replacement, refund or other agreed remedy. Confirm completion with the customer in writing.	Chief Operating Officer	Agreed date
7. Close and review	Record outcome, root cause and preventive action in the register. Confirm the customer's acceptance, or note their disagreement and the escalation options provided.	Complaints Officer	On resolution

5. Remedies

Where a complaint is upheld, remedies may include one or more of the following, consistent with the Australian Consumer Law and our Sales and Installation Agreement:

- rectification of defective or non-compliant work at no cost
- repair or replacement of a faulty product under our whole-of-system warranty or the manufacturer's warranty
- full or partial refund, including the refund rights set out in our Sales and Installation Agreement
- removal of the system and restoration of the site where required
- correction of documentation, STC or rebate paperwork
- a written apology and, where appropriate, reasonable compensation for loss caused by our conduct.

We aim to agree the remedy with the customer before implementing it. If a complaint is not upheld, we explain the reasons in writing and set out the customer's options to escalate.

6. Escalation if the customer is not satisfied

A customer may escalate at any time, including while we are still investigating, at no cost to them. Every response letter includes these options:

Body	Contact	Scope
NETCC Administrator (Clean Energy Council)	newenergytech.org.au/make-a-complaint (online complaint form) info@newenergytech.org.au, 03 9929 4195	Alleged breach of the New Energy Tech Consumer Code

Body	Contact	Scope
Consumer Affairs Victoria	consumer.vic.gov.au, 1300 558 181	Australian Consumer Law: consumer guarantees, refunds, unfair terms, misleading conduct
Australian Competition and Consumer Commission	accc.gov.au, 1300 302 502	Consumer law, product safety and recalls
Energy Safe Victoria	esv.vic.gov.au, 1800 800 158	Electrical safety of the installation
Solar Accreditation Australia	solaraccreditation.com.au	Conduct of accredited designers and installers
Solar Victoria	solar.vic.gov.au, 1300 376 393	Solar Homes rebate and loan matters
Victorian Civil and Administrative Tribunal	vcat.vic.gov.au	Independent determination of a consumer dispute

Safe Planet Pty Ltd is not a member of an external dispute resolution (ombudsman) scheme; no such scheme currently covers solar and battery retailers in Victoria. Consumer Affairs Victoria and VCAT provide the independent avenue. We cooperate fully with any external body that receives a complaint about us, including by providing records and responding within that body's timeframes.

7. Vulnerable customers and urgent matters

Where a customer may be facing vulnerable circumstances, including illness, impairment, financial stress, family violence, or reliance on electricity for medical or life-support equipment, the Complaints Officer flags the complaint for priority handling and additional care. A complaint that involves loss of electricity supply, a safety hazard or life-support equipment is treated as urgent: the Director is notified immediately and a technician is dispatched within 24 hours.

8. Complaints Register and records

The Complaints Register records, for every complaint: date received and channel; customer and site details; job or quote number; category and description; handler; each action and communication, with dates; outcome and remedy; root cause; preventive action; date closed; and whether the customer was referred to an external body. Records are retained for at least 7 years. The register and supporting records are made available to the NETCC Administrator on request, including for compliance monitoring and reporting.

The Complaints Officer reviews the register quarterly and reports to the Director on volumes, categories, timeframe performance, root causes and preventive actions taken, including changes to sales scripts, quote templates, installer procedures or supplier selection. The register is a standing item at the annual NETCC compliance review.

9. Staff responsibilities and training

Role	Responsibility
Director	Approves this procedure; approves refunds, replacements and compensation; reviews the quarterly report; accountable for NETCC compliance
Chief Operating Officer	Operational owner of this procedure; ensures installers and subcontractors follow it; carries out agreed remedies
Complaints Officer	Document owner; receives, logs, investigates and responds; maintains the register;

Role	Responsibility
	reports quarterly; liaises with external bodies
Sales representatives and appointment setters, including third-party agencies acting for us	Take complaints courteously; pass them to the Complaints Officer the same day; never negotiate a resolution to a complaint about their own conduct
Installers and subcontractors	Report site issues and customer concerns the same day; support investigations; carry out rectification
All staff	Complete complaints and NETCC training at induction and annually, recorded in the training register kept under our NETCC Compliance Procedure; know where this procedure is kept

10. Document control

Version	Date	Approved by	Change
2.0	1 September 2026	Parmeet Kaur, Director	Current version. Aligned to NETCC paragraphs 53 and 54; escalation bodies, Complaints Register, reporting and training requirements included.

Authorised by	Signature	Date
Parmeet Kaur Director, Safe Planet Pty Ltd	Parmeet Kaur	1 September 2026