

# COMPLAINTS HANDLING POLICY

## 1. Purpose

1.1 Velora Energy Pty Ltd is committed to delivering high-quality renewable energy solutions and maintaining a high standard of Customer service.

1.2 This policy outlines the process for receiving, managing, and resolving Customer complaints in a fair, transparent, and timely manner in accordance with the New Energy Tech Consumer Code (NETCC).

1.3 In this Complaints Handling Policy, Velora Energy Pty Ltd (ABN: 62 696 161 430) is referred to as the Company.

---

## 2. Definition and Categories of Complaints

2.1 A complaint is any expression of dissatisfaction made by a Customer in relation to the services provided by the Company.

2.2 Complaints may include, but are not limited to:

### a) Sales or Conduct Issues

- i) Miscommunication or misunderstanding
- ii) Allegations of misleading or inappropriate sales practices

### b) Product or System Issues

- i) Faulty or non-functional components
- ii) System performance concerns

### c) Installation or Workmanship Issues

- i) Quality of installation
- ii) Safety or compliance concerns

### d) Service or Process Issues

- i) Delays in installation or service delivery
- ii) Documentation or administrative issues

### e) Other Complaints

- i) Any issue not covered above will be assessed on a case-by-case basis
- 

## 3. How to Lodge a Complaint

3.1 Customers or their authorised representatives can lodge a complaint using any of the following methods:

- a) By calling us on: **(03) 7056 9989**

b) By emailing us at: [support@veloraenergy.com.au](mailto:support@veloraenergy.com.au)

c) By sending written correspondence to:

**Velora Energy Pty Ltd**  
**4335 G, 470 St Kilda Rd**  
**Melbourne VIC 3004**

3.2 Customers may also raise concerns directly with the Company representative involved in their project.

---

## **4. Complaint Registration and Acknowledgement**

4.1 Upon receipt of a complaint:

- a) The complaint will be formally recorded on the Customer's job file;
- b) A Customer service representative will be assigned to the case;
- c) An acknowledgement will be provided to the Customer within **1–2 business days**; and
- d) A complaint reference or ticket number may be assigned where applicable.

4.2 If further information is required, the Company will contact the Customer for clarification.

4.3 All communication will be conducted in a professional and respectful manner.

---

## **5. Complaint Assessment**

5.1 Each complaint will be assessed to determine:

- a) The nature and category of the complaint;
  - b) Urgency and any potential safety risks;
  - c) The stage of the project (pre-installation, installation, post-installation);
  - d) Any risks involved if the resolution were to be delayed due to unforeseen operational issues; and
  - e) Whether third parties are involved (installers, manufacturers, distributors, etc).
- 

## **6. Resolution Process**

6.1 The resolution of a complaint will depend on its category and the stage of the project at which the complaint is raised. The Company will assess each complaint and take appropriate action to ensure a fair and timely resolution.

### **6.2 Sales or Conduct-Related Complaints**

6.2.1 Where a complaint relates to sales practices or conduct:

- a) The Company will review the matter with the relevant representative;
- b) Appropriate internal action will be taken where required; and
- c) Unfair or misleading practices will not be tolerated by the Company.

6.2.2 The resolution will depend on the stage of the project:

**a) Before installation**

- i) The Company will communicate with the Customer and provide the option to proceed, amend, or cancel the agreement; and
- ii) If the Customer chooses to proceed, installation will be scheduled accordingly.

**b) After installation**

- i) The Company will assess the complaint and determine an appropriate resolution;
- ii) Where required, the matter may be escalated internally for further review; and
- iii) Remedies may include rectification, partial refund, or other appropriate action depending on the circumstances.

**6.3 Product or System-Related Complaints**

6.3.1 Where a complaint relates to a faulty or non-functional system:

- a) The Company will assess whether the issue is due to:
  - i) Manufacturing defect; or
  - ii) Installation issue.

6.3.2 Where a manufacturing defect is identified:

- a) The relevant manufacturer will be contacted;
- b) Warranty processes will be initiated; and
- c) Repair or replacement will be arranged.

6.3.3 Where the issue relates to installation:

- a) The matter will be referred to the installation team; and
- b) A suitable time will be arranged for inspection and rectification.

6.3.4 The Customer will be kept informed throughout the process.

**6.4 Installation or Workmanship Complaints**

6.4.1 Where a complaint relates to workmanship:

- a) The Customer may be requested to provide supporting evidence, including photographs or other relevant documentation, to assist in assessing the complaint; and
- b) The Company will assess the issue in accordance with applicable standards, guidelines, and regulatory requirements, taking into account the information provided.

6.4.2 The Company will consult with the installer responsible for the work.

6.4.3 Where poor workmanship is identified:

- a) Rectification will be arranged; and
- b) Appropriate action will be taken with the installer.

6.4.4 Where no issue is identified:

- a) The Company will provide a clear explanation to the Customer; and
- b) Reference may be made to relevant standards, including those issued by Energy Safe Victoria (ESV) and the Clean Energy Council (CEC).

## **6.5 Service or Process Complaints**

6.5.1 Where a complaint relates to any delays or issues arising in relation to documentation, administrative matters, communication, or other service or operational issues:

- a) The Company will review the cause of the issue;
- b) The Company will assess whether the issue arose from internal processes, third-party involvement, or external factors; and
- c) The Customer will be informed of the outcome of the review and the proposed next steps.

6.5.2 Where the issue relates to delays:

- a) The Company will identify the reason for the delay;
- b) The Customer will be provided with revised timeframes where applicable; and
- c) The Company will take steps to minimise further delay and disruption.

6.5.3 Where the issue relates to documentation or administrative matters:

- a) The Company will review the relevant records, documentation, and submissions;
- b) Any errors or omissions identified will be corrected within a reasonable timeframe; and
- c) The Customer will be kept informed of the progress where the issue impacts approvals, scheduling, or installation.

6.5.4 Where the issue relates to communication or service delivery:

- a) The Company will review the communication and service provided to the Customer;
- b) The Company will assess whether any delay, lack of clarity, or deficiency in service has occurred;
- c) Where required, the Company will take appropriate corrective action, including internal process improvements or staff feedback; and
- d) The Customer will be provided with clarification and any necessary updates.

## **6.6 Other Complaints**

6.6.1 Complaints that do not fall within the above categories will be assessed on a case-by-case basis, having regard to the nature of the complaint and the circumstances in which it arises.

6.6.2 Following assessment, the Company will determine and implement an appropriate resolution, and will communicate the outcome and any required actions to the Customer.

## **6.7 Resolution Outcome and Closure**

6.7.1 Once a complaint has been resolved:

- a) A summary of the complaint and actions taken will be recorded; and
- b) The Customer may be requested to confirm that the matter has been resolved.

6.7.2 If confirmation is not received within a reasonable timeframe:

- a) The Company may proceed to close the complaint; and
- b) All actions and communication will remain recorded.

## **7. Communication During Resolution**

7.1 Customers will be kept informed throughout the complaint resolution process.

7.2 Updates will be provided at appropriate stages of the resolution process.

7.3 Any delays will be clearly communicated to the Customer.

---

## **8. Resolution Timeframes**

8.1 Complaint acknowledgement: **within 1–2 business days**

8.2 Initial Response: **within 15 business days**

8.3 Final Outcome: **within 25 business days**, unless additional time is required due to complexity, in which case the Customer will be advised of the revised timeframe.

8.4 Some complaints may take longer depending on:

- a) Complexity of the issue;
  - b) Third-party involvement; and
  - c) Availability of parts or installers.
- 

## **9. Escalation and External Resolution**

### **9.1 Internal Escalation**

9.1.1 If a complaint cannot be resolved at the initial handling stage, the matter will be escalated within the Company for further review.

9.1.2 The Company will continue to work with the Customer to reach a fair and reasonable outcome.

9.1.3 The Customer will be informed of available escalation options where appropriate.

### **9.2 External Dispute Resolution**

9.2.1 If the Customer is not satisfied with the outcome of the complaint after completing the Company's complaints handling process, the Customer may seek assistance from the relevant consumer protection authority.

9.2.2 Customers may also seek assistance through the New Energy Tech Consumer Code (NETCC) complaints process where applicable.

9.2.3 Customers may contact Consumer Affairs Victoria:

Victoria – Consumer Affairs Victoria

Phone: 1300 55 81 81

Website: [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

9.2.4 Customers may also contact other relevant state or territory consumer authorities, including:

ACT – Access Canberra: 13 22 81

NSW – Fair Trading: 13 32 20

NT – Consumer Affairs: 1800 019 319

QLD – Office of Fair Trading: 13 74 68

SA – Consumer and Business Services: 13 18 82

TAS – Consumer, Building and Occupational Services: 1300 654 499

WA – Consumer Protection: 1300 304 054

---

## **10. Record Keeping and Continuous Improvement**

10.1 The Company will maintain detailed records of all complaints, including:

- a) Communication records (emails, calls, messages);
- b) Supporting evidence (including photographs where applicable); and
- c) Actions taken and resolution outcomes.

10.2 Complaint records will be retained for a minimum period of 7 years.

10.3 Complaint data will be reviewed to:

- a) Identify recurring issues;
  - b) Improve operational processes;
  - c) Enhance service quality; and
  - d) Ensure ongoing compliance with industry standards.
-