



Head Office: Unit 1, 56 Boundary Road, Rocklea, QLD 4106
New South Wales: Unit 6, 504 Victoria Street, Wetherill Park, NSW 2164
Victoria: 258A, Dorset Road, Boronia, VIC 3155
SA: 420B Main North Road, Level 1 Corner Barton, Blair Athol SA
5084

Call us: **1300 776 527**

Visit Our Website: **www.targetssolar.com.au**

TARGET SOLAR

Complaint process

Target solar fully takes charge of any complaint, in high priority and aims to resolve it at the earliest.

Target Solar follows the CEC complaint handling process as mentioned in our Terms and Conditions.

If you have a complaint relating to the System, its installation or this agreement generally, you can make a complaint to us by:

- (a) calling us on our telephone number as set out in the Quote; or
- (b) giving us written notice of this, by post or email.

We will handle your complaint in accordance with our standard complaints procedures. If we have volunteered to be bound by the CEC Solar Retailer Code of Conduct, then these procedures will comply with that Code, and with the Australian Standard on Complaints Handling AS ISO 10002-2006.

If you are still not satisfied:

If you are not satisfied with the outcome of your complaint, you can refer the complaint to with the relevant Fair Trading or Consumer

Affairs office in your state or territory, as follows:

ACT: Office of Regulatory Services
Phone: (02) 6207 3000

NSW: Fair Trading
Phone: 13 32 20

NT: Consumer Affairs
Phone: 1800 019 319

QLD: Office of Fair Trading
Phone: 13 74 68

SA: Consumer and Business Services
Phone: 13 18 82

TAS: Consumer Affairs and Fair Trading
Phone: 1300 654 499



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Once the complaint has been received target solar assesses the urgency based on nature of complaint. Whether it is regarding inefficient solar panels, product damage, monitoring advice requested by client.

Based on that we prioritize the complaint and take actions.

The process flows as mentioned below:

- Once the complaint has been received by our customer care service centre
- The complaint is recorded on the system and categorized as urgent or non-urgent
- Then the customer is advised on the number of days required to process the complaint
- The customer service team has been trained to assist the customers with best of services
- The customer service then sends the complaint to responsible personnel (installer, contractor)
- The customer service team arranges a meeting for the installer or contractor and client

Periodic follow ups are conducted until the query is resolved, post which the system is updated

After the service, one last follow up is done to ensure smooth functioning of the system installed.

Note: person/party assigned to resolve the query depends on nature of complaint. Whether it involves faulty product from the contractor, supplier or service issues by installer. Nevertheless, all the complaints are recorded at Target Solar's customer service department.