Complaints Handling Procedure

RSH Construction Projects Pty Ltd (trading as RSH Construction Projects Pty Ltd) · ABN 11 690 398 568

Version 1.0 · Effective [date] · Owner: Ravinder Singh Hans, Director

1. Purpose and commitment

We want every customer to be satisfied. If you're not, we want to know. This procedure explains how you can complain and how we handle complaints fairly, promptly and openly.

It follows the New Energy Tech Consumer Code (NETCC) and the principles of AS/NZS 10002 (Guidelines for complaint management in organisations). Making a complaint is free, and you will not be treated less favourably for making one.

2. What counts as a complaint

A complaint is any expression of dissatisfaction about:

- a product or system we offered or supplied;
- our sales process or a salesperson;
- installation, workmanship, delays or communication;
- billing, refunds, rebates or STCs;
- a warranty claim;
- the way we handled an earlier complaint.

You can complain whether or not you bought from us.

3. How to make a complaint

Method	Details
Phone	0432 684 384 (Mon–Fri, 9am–5pm)
Email	solar@rshgroup.com.au
Post	53 Flag Boulevard, Tarneit VIC 3029
Website	TODO (contact form)
In person	By appointment

You can make a complaint yourself or through a representative, such as a family member, carer, interpreter or advocate. If you need help to make a complaint, for example because of language, disability or other circumstances, tell us and we will help. You can also use the Translating and Interpreting Service (TIS National) on 131 450 at no cost.

Please give us your name, contact details, installation address, what went wrong, and what outcome you would like. We will not delay acting on your complaint if some details are missing.

4. Our timeframes

Step	Timeframe
Acknowledge your complaint and tell you when to expect a response	Within **2 Business Days** (same day if urgent or safety-related)
Urgent safety issue (for example, sparking, burning smell, battery fault alarm)	Phone advice the same day; site attendance arranged as soon as possible, normally within 24 hours

Response to your complaint	Within **15 Business Days**; if we can't give a final response by then, we will contact you **before** 15 Business Days have passed with a progress update
Final response	Within **25 Business Days**, unless you and we both agree to a longer timeframe

"Business Day" means a weekday that is not a public holiday in Victoria.

5. How we handle your complaint

1. **Receive and record.** Every complaint is entered in our Complaints Register, with the date, customer, issue, product or job number, and the outcome you want.
2. **Acknowledge.** We contact you within 2 Business Days, give you a reference number and a contact person, and tell you when to expect a response.
3. **Assess.** We check whether there is any safety risk, whether you may be in vulnerable circumstances (for example illness, financial hardship, or reliance on life-support equipment), and how urgent the matter is. Safety issues are always handled first.
4. **Investigate.** We review your file, speak with you and any staff or installers involved, and inspect the system if needed. We contact the manufacturer for product faults. Where an installer or supplier acting for us is involved, we stay responsible for resolving your complaint and do not send you to them.
5. **Resolve.** We tell you what we found and what we will do, in plain language. Possible remedies include repair, replacement, re-installation, a refund, compensation, an apology, or a change to our processes.
6. **Close.** We confirm the outcome in writing (email or letter), including your escalation options if you are not satisfied. We close the complaint only when the agreed actions are done or you tell us you don't want to take it further.
7. **Learn.** The Director reviews the Complaints Register monthly to find common causes, and we update our training, processes and documents to prevent repeat issues.

6. If you are not satisfied with our response

If you are not satisfied, you can ask for an internal review by the Director, Ravinder Singh Hans, who was not involved in the original handling where possible. You can also go directly to any of these external bodies, free of charge:

Organisation	When to contact	Contact
New Energy Tech Consumer Code (NETCC) — Code Administrator	Complaints that we have breached the NETCC	newenergytech.org.au · info@newenergytech.org.au
Consumer Affairs Victoria	Consumer rights, refunds, Australian Consumer Law	consumer.vic.gov.au · 1300 55 81 81
Solar Victoria	Systems installed with a Solar Victoria rebate or loan	solar.vic.gov.au · 1300 345 345
Energy Safe Victoria	Electrical safety concerns	esv.vic.gov.au · 1800 800 158
Clean Energy Regulator	STC-related concerns	cer.gov.au
Victorian Civil and Administrative Tribunal (VCAT)	Binding resolution of consumer disputes	vcat.vic.gov.au

We are not currently a member of an external dispute resolution (ombudsman) scheme. If we join one, we will add it here and in our customer documents.

7. Records and privacy

- We keep complaint records, including correspondence and outcomes, for at least **5 years**.

- Complaint information is used only to resolve the complaint and improve our service.
- We share it only with people who need it to resolve your complaint, such as an installer or manufacturer, or with regulators as required by law.

8. Staff and contractor responsibilities

- Everyone who deals with customers on our behalf — staff, salespeople and subcontracted installers — must know this procedure, pass complaints to us the same day, and treat complainants courteously.
- We train all staff and contractors on this procedure when they start and at least once a year.

9. Availability and review

- This procedure is published on our website and provided with every quote and agreement. A free printed copy is available on request.
- We review it at least once a year, and whenever the NETCC or relevant laws change.