

# Customer Complaints Handling Procedure

## 1. Our Commitment

Bestar Pty Ltd is committed to protecting the rights of our consumers and maintaining the highest standards of service. We strictly adhere to the **New Energy Tech Consumer Code (NETCC)**. We are dedicated to resolving all complaints regarding our products, services, sales processes, or system installations in a timely, fair, and transparent manner.

## 2. Accessibility & Definitions

### What is a Complaint?

We define a "complaint" as an expression of dissatisfaction made to or about us, related to our products, services, staff, or the handling of a complaint, where a response or resolution is explicitly or implicitly expected.

### How to Contact Us

Making a complaint is **entirely free of charge**. You can reach us through any of the following channels:

- **Phone:** 03 8821 8801
- **Email:** info@bestarenergy.com.au
- **Mail:** Unit 2, 25 Cook Road, Mitcham VIC, 3132
- **In-Person:** Unit 2, 25 Cook Road, Mitcham VIC, 3132

## 3. Our Timelines

We understand that solar and battery issues can be urgent. We commit to the following response times:

- **Acknowledgment:** We will acknowledge receipt of any written complaint within **2 business days**.
- **Emergency Handling:** If a complaint involves a safety issue or a total loss of power, we will initiate an investigation and aim to provide a response within **2 business days**.
- **Standard Resolution:** We aim to resolve most complaints and provide a formal proposal within **10 business days**.
- **Maximum Limit:** In complex cases, we guarantee a final response within **25 business days** of receiving the complaint, as required by the NETCC.

## 4. Investigation & Resolution Process

When a complaint is received, our Project Management team will:

1. **Review:** Examine all relevant contracts, site photos, and internal records.
2. **Consult:** Interview the accredited installer or sales representative involved.
3. **Inspect:** If necessary, we will conduct a site visit to inspect the installation.

**Potential Outcomes may include:**

- Technical repair or system adjustment.
- Replacement of faulty components under warranty.
- Refund or financial compensation.
- A formal apology and explanation of steps taken to prevent recurrence.

## 5. External Escalation

If you are not satisfied with our internal investigation or the proposed resolution, you have the right to refer the matter to the following independent bodies:

- **Energy and Water Ombudsman Victoria (EWOV)**
  - *Phone:* 1800 500 509
  - *Website:* [www.ewov.com.au](http://www.ewov.com.au)
- **Consumer Affairs Victoria (CAV)**
  - *Phone:* 1300 55 81 81
  - *Website:* [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)
- **NETCC Administrator**
  - For complaints specifically regarding a breach of the Code.
  - *Website:* [www.newenergytech.org.au](http://www.newenergytech.org.au)

## 6. Continual Improvement

We maintain a **Complaints Register** to record and track all feedback. Our management team reviews this data monthly to identify systemic issues, improve our installation workflows, and ensure we continue to provide the best service to the Melbourne community.