



The Green Miner Pty Ltd t/a
SOLAR MINER
35A Peet Street Pakenham VIC 3810
Ph: 1300 285 885
Email: info@solarminer.com.au

Complaint Handling Procedure

The Green Miner PTY LTD T/A Solar Miner

Document Title: Complaint Handling Procedure

Company: THE GREEN MINER PTY LTD T/A Solar Miner (“Solar Miner” or “the Retailer”)

Business Address: 35A Peet Street Pakenham VIC 3810

Phone: 1300 285 885

Email: info@solarminer.com.au

Website: <https://solarminer.com.au>

Applicable Code: New Energy Tech Consumer Code (NETCC)

Reference Standard: AS ISO 10002:2006 – Quality Management – Customer Satisfaction – Guidelines for Complaints Handling

1. Purpose and Commitment

The Green Miner PTY LTD T/A Solar Miner has established this Complaint Handling Procedure to ensure that all customer complaints are managed in a fair, transparent, consistent and timely manner.

This procedure has been developed to support compliance with the requirements of the **New Energy Tech Consumer Code (NETCC)** and is guided by **AS ISO 10002:2006 – Quality Management – Customer Satisfaction – Guidelines for Complaints Handling**.

Solar Miner is committed to providing customers with an accessible complaint management process and ensuring complaints are appropriately investigated, responded to and resolved.

2. Lodgement of Complaints

If a customer (“Owner”) has a complaint regarding any matter relating to their Contract, products supplied, services provided, installation works, warranty obligations or any other matter associated with Solar Miner, the Owner may submit a complaint to Solar Miner.

Complaints may be submitted through the following methods:

Email: info@solarminer.com.au

Phone: 1300 285 885

Post: 35A Peet Street Pakenham VIC 3810

Customers should provide, where available:

- Solar Miner contract number (SM prefix);
- Customer name and contact details;
- Details of the complaint;
- Any previous actions taken; and
- Desired outcome or remedy requested.

3.Complaint Acknowledgement and Assessment

Solar Miner will acknowledge receipt of a complaint within **5 business days**.

The acknowledgement will include:

- Complaint reference number; and
- Expected timeframe for review.

Solar Miner will assess the complaint and, within **15 business days**, advise the Owner whether:

- The complaint has been resolved;
- Further information is required; or
- Further investigation is required.

If Solar Miner cannot proceed with the complaint, the Owner will be advised of the reason.

4.Complaint Investigation

Solar Miner will handle all complaints in accordance with:

- This Complaint Handling Procedure;
- AS ISO 10002:2006 principles; and
- The requirements of the New Energy Tech Consumer Code (NETCC).

Solar Miner will conduct a fair and impartial review of each complaint.

The investigation may include reviewing:

- Customer communications;
- Contracts and quotations;
- System design documentation;
- Installation records;
- Technical reports;
- Photographs or inspection findings; and
- Information from employees, installers or contractors.

Additional information may be requested from the Owner if required.

5.Complaint Resolution

Solar Miner will make reasonable efforts to resolve complaints as quickly as possible.

Where further investigation is required, Solar Miner will:

- Review available information;
- Conduct technical reviews or site inspections where necessary;
- Identify appropriate corrective actions; and
- Provide the Owner with the outcome and proposed resolution in writing.

Solar Miner will aim to provide a final response within **30 business days** where reasonably practicable. If additional time is required, Solar Miner will notify the Owner, explain the reason for the delay and provide an updated timeframe. The Owner may accept or reject the proposed resolution.

6. Complaint Closure

Once a complaint has been resolved, Solar Miner will provide a final response confirming:

- Complaint outcome;
- Actions taken; and
- Available external review options if the Owner remains dissatisfied.

7. Escalation and External Review

If the Owner remains dissatisfied after Solar Miner's complaint handling process has been completed, the Owner may contact relevant external organisations, including:

New Energy Tech Consumer Code (NETCC)

The Owner may contact the NETCC Administrator through the NETCC website.

Consumer Affairs / Fair Trading Authorities

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

VIC – Consumer Affairs Victoria

Phone: 1300 558 181

WA – Consumer Protection

Phone: 1300 304 054

Other available review bodies may include:

Clean Energy Council

Level 15, 222 Exhibition Street, Melbourne VIC 3000

Phone: 03 9929 4100

Australian Competition & Consumer Commission (ACCC)

GPO Box 520, Melbourne VIC 3001

Phone: 1300 302 502

8. Record Keeping

Solar Miner will maintain records of:

- Complaints received;
- Investigations undertaken;
- Correspondence;
- Outcomes; and
- Corrective actions.

Records will be retained and reviewed to support NETCC compliance and continuous improvement.

9. Document Review

This Complaint Handling Procedure will be reviewed periodically by Solar Miner management to ensure continued alignment with:

- New Energy Tech Consumer Code (NETCC) requirements;
- AS ISO 10002:2006 principles; and
- Applicable consumer protection obligations.