

# Complaints Policy



We will always try to find a resolution for your complaint as soon as it is sent to us. We believe that dealing appropriately with a complaint provides an opportunity for us to improve our services and promotes ethical and consumer friendly businesses practices in a transparent manner.

Whilst we aim to deliver the highest level of professionalism and quality to all our customers, we understand that problems can arise. We are committed to resolving any issue along the way to encourage active consumer feedback and engagement.

The purpose of this Complaints Policy is to demonstrate our commitment to resolve complaints, and to detail the ways in which consumers can bring their concerns to our attention. This Policy assist us, our directors and representatives, to resolve complaints in an efficient, effective, and professional manner.

However, there are times that the complaint needs to be looked at in more detail. We will ensure we provide an outcome within 21 days of making a complaint.

If for any reason the complaint resolution isn't going as fast as we set out to, we will make sure that we communicate the need for more time with you and resolve the complaint within 45 days of the initial complaint.

First point of contact for complaints will be handled by the post installation team here at SAMAR TECH. They will communicate with our installers if necessary and will come back to you with a resolution.

If you are not happy with the resolution from the person you are dealing with then we will redirect the complaint to management who will be able review and find out whether a further resolution is needed.

## ***If you are still not satisfied***

If you are not satisfied with the outcome of your complaint, you can refer the complaint with the relevant Fair Trading or Consumer Affairs office in your state or territory.

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 Phone: 1300 558 181

WA: Consumer Protection Phone: 1300 304 054

## **SAMARTECH requires following information:**

- Your Solar system Reference Number. (Quote or Address)
- Your name and contact details.
- The name of the person(s) you have been dealing with.
- The nature of the complaint, please include as much information as possible.
- Details of any steps you have already taken to resolve the complaint.

- Details of any conversations you've had with relevant people in regard to the complaint.
- Remedy requested.
- Copies of any evidence that supports your complaint.

**It is highly recommended you submit your complaint in writing.**

Giving us notice by post to the address on your agreement or quotation  
We will handle your complaint in accordance with our standard complaint's procedures.

If you require a translator, please telephone the Interpreting and Translating Centre 1800 280 203

**Contact Details:**

Email: [support@samartech.com.au](mailto:support@samartech.com.au)

Phone: **0452571313**

Management Mob Number: - **0474965191**