



At Electron Solar, we are committed to delivering high-quality services and products to ensure the best energy results for your home and business. We recognize that things might not always go as planned, and we're here to address any issues or questions you might have. Our complaints procedure is designed to help you understand how to handle any concerns and achieve a swift resolution.

**Our complaints procedure is outlined below:**

**Step 1: Submit a Service Request**

To file a complaint, please email us at [complaints.electronsolar@gmail.com](mailto:complaints.electronsolar@gmail.com) with the following details:

- Your Electron Solar Proposal ID
- Your name and contact information
- A detailed description of the complaint
- Steps you've already taken to resolve the issue
- The resolution you are seeking

Upon receiving your request, we will start investigating within 48 business hours. You can expect feedback within 3 weeks. If more time is needed, we will notify you and complete the investigation within a maximum of 25 business days.

**Step 2: Phone Resolution**

Once a complaint is received, one of our customer care representatives will call you to attempt to resolve the issue over the phone.

**Step 3: Resolution Team Involvement**

If the issue requires further attention, it will be escalated to our resolution team, who will work to find the best solution.

**Step 4: Technician Visit**

If a more detailed analysis is needed, the resolution team will arrange for a technician to visit and fully resolve the issue.

**Contact Information:**

Electron Solar

Phone: +61460764094

Email: [info.electronsolar@gmail.com](mailto:info.electronsolar@gmail.com)

Address: 127 sayers rd. Williams Landing, VIC 3023

Please note that the solutions and remedies provided are subject to the Terms & Conditions and Warranties associated with the products and services you purchased. This includes consumer guarantees and our obligations under Australian Consumer Law or relevant consumer legislation.

We take every complaint seriously and use them as an opportunity to improve our services. If you remain dissatisfied, you can contact:

**Clean Energy Council**

Phone: (03) 9929 4100

Address: Level 15, 222 Exhibition Street, Melbourne VIC 3000, Australia

**Consumer Affairs (VIC)**

Phone: 1300 558 181

Office: Consumer Affairs Victoria, 121 Exhibition Street, Melbourne, Victoria

Post: Customer Feedback, Consumer Affairs Victoria, PO Box 123, Melbourne VIC 3001

Website: [consumer.vic.gov.au](http://consumer.vic.gov.au)

**Fair Trading (NSW)**

Phone: 13 32 20 (8:30am to 5:00pm, Mon – Fri GMT + 10 hours)

Head Office: NSW Fair Trading, 60 Station Street, Parramatta NSW 2150

Postal: NSW Fair Trading, PO Box 972, Parramatta NSW 2124

Website: [fairtrading.nsw.gov.au](http://fairtrading.nsw.gov.au)

**Consumer Affairs (WA)**

Address: Department of Mines, Industry Regulation and Safety (Consumer Protection), Level 2, 140 William Street (entrance off Murray St Mall), Perth WA 6000

Website: [consumerprotection.wa.gov.au](http://consumerprotection.wa.gov.au)

Phone: 1300 304 054