



COMPLAINTS POLICY



TVS seeks to maintain and enhance our reputation by providing our Customer with high quality products and services. TVS values the complaints of Customers as they assist us in improving our products and customer service.

TVS is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving any complaints as quickly and efficiently as possible.

TVS handles customers or potential customers personal information in accordance with TVS' Privacy Policy.

The objective of this procedure is to ensure:

- You are aware of our complaint lodgement and handling processes.
- You are aware that your complaint is being investigated impartially with a balanced view based on all information or evidence provided.
- You are aware that your complaint is being considered on its merits- taking into account individual circumstances and needs.

Onus of Proof:

- Your complaint must be lodged in writing and be supported by substantive evidence to info@truevaluesolar.com.au via email or Level 2, 850 Collins Street, Docklands 3008 by post.
- Information required by the customer to form their complaint.
- When TVS is investigating your complaint TVS refers to information provided by you and also any other substantive information TVS may already possess or can source from public domain.

TVS may also need to contact you to clarify details or request additional information where necessary. We ask that you provide this information as soon as possible so that we can resolve your complaint as quickly as possible.

TVS requires the following information:

- Your TVS Reference Number.
- Your name and contact details.
- The name of the person(s) you have been dealing with about your matter (if applicable).
- Details of person who may be acting on your behalf (If applicable).
- 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 conversations you may have had with us that are relevant to your complaint.
- Remedy requested.
- Copies of any documentation which supports your complaint.



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TVS' SIX 6 Point Complaint Resolution Process:

1. We Acknowledge: TVS will acknowledge receipt of your complaint within 5 business days.
2. We Review: TVS undertakes an initial review of the complaint and determine what, if any, additional information or documentation may be required to complete an investigation. TVS will contact you in this instance.
3. We Investigate: TVS investigates your complaint objectively and impartially, by considering the information that has been provided by you and our own information.
4. We Respond: Within 21 business days of receiving your complaint, we will notify you of our findings and any actions we may have taken, in regards to your complaint. At or prior to this time, we may need to contact you to let you know that we need more time to complete our investigation. If this occurs, we will continue our investigation and notify you of our findings and any actions we may have taken, in regards to your complaint, within 45 days of receiving your complaint.
5. We Take Action: Where appropriate, TVS may amend our business practices or policies, to reflect our corporate responsibility.
6. We Record: TVS records your complaint for continuous improvement of our processes and monitoring complaints from our customers through regular reviews.



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Customers Rights under Australian Consumer Law:

Nothing in this document prevents you from referring your lodged complaint at any time to the relevant federal, state or territory Ombudsman, the ACCC, the Office of Fair Trading or other Consumer Protection agency.

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

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