

Solar Bridge

COMPLAINTS HANDLING POLICY

Purpose

At Solar Bridge Pty Ltd (“Solar Bridge”, “we”, “us”, “our”), we are committed to delivering quality solar energy solutions and exceptional service. This Complaints Handling Policy ensures that any dissatisfaction with our products, services, or staff is managed promptly, fairly, and effectively, in line with the New Energy Tech Consumer Code (NETCC).

Scope

This policy applies to all complaints received from our customers and stakeholders regarding any aspect of Solar Bridge's operations, services, or conduct.

What is a Complaint?

A complaint is an expression of dissatisfaction made to or about Solar Bridge, related to our products, services, staff, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

Our Commitment

- There is no cost to you to lodge a complaint — our complaints process is free of charge.
- Every complaint is treated fairly, respectfully, and confidentially.
- Clear information on how to complain, how it will be handled, and how to escalate it is readily available to customers and staff.

How to Make a Complaint

You can make a complaint through any of the following methods:

- By phone: 1300 999 600
- By email to the Complaints Handling Officer: info@solarbridge.com.au
- By post, addressed to the “Complaints Handling Officer”: Suite 221 / 52 Currumbin Creek Road, Currumbin Waters QLD 4223

Complaint Investigation Process

We aim to handle complaints in a way that is fair, respectful, and transparent. Specifically:

Acknowledgement of Complaints

We will acknowledge receipt of your complaint as soon as possible, and in any event within 2 business days, and advise you when you can expect a response.

Complaint Logging and Investigation

Your complaint will be recorded in our Complaints Register. We will begin investigating the matter promptly and thoroughly, and keep you informed of progress.

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Timely Response

We aim to provide a response to your complaint within 15 business days of receiving it. If we are unable to do so, we will notify you before the 15-business-day period ends and provide an update on progress.

Final Response

We will provide you with a final response within 25 business days of receipt, unless a longer timeframe has been mutually agreed with you.

Record Keeping

Details of your complaint and its resolution will be recorded in our Complaints Register and retained for a minimum of 7 years, in line with our regulatory and insurance obligations.

Escalation Process

If you are not satisfied with our response, or if your complaint has not been resolved within the timeframes above, you may escalate the matter to:

- The Clean Energy Council — New Energy Tech Consumer Code Independent Complaints Process: www.cleanenergycouncil.org.au
- Your state or territory Energy & Water Ombudsman (e.g. EWOQ in Queensland, EWON in NSW, EWOV in Victoria), depending on where your system is installed
- Your state or territory Fair Trading / Consumer Affairs office

We will provide the specific contact details relevant to your matter upon request.

Privacy and Confidentiality

All complaints will be handled in accordance with our Privacy Policy and relevant Australian privacy legislation. Your personal details and complaint will be kept confidential and used only for the purpose of resolving your issue.

Unreasonable Conduct

While we are committed to resolving all complaints respectfully, we also expect complainants to engage respectfully and reasonably with our staff. Unreasonable conduct may include, but is not limited to:

- Aggressive, abusive, or threatening behaviour (including verbal abuse)
- Unreasonable demands or expectations, such as seeking unrealistic remedies
- Refusal to cooperate or provide necessary information
- Harassing staff members or using discriminatory language

In such cases, we may:

- Issue a warning and set communication boundaries
- Limit the types or frequency of contact (e.g. only in writing)
- Cease responding to complaints that have already been finalised
- Refer the matter to appropriate authorities if there is a safety or legal concern

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Acknowledgement

This policy takes into account the Australian and New Zealand Standard Guidelines for complaint handling in organisations, AS/NZS 10002:2014, and the requirements of the New Energy Tech Consumer Code.

Review

We will review this Complaints Handling Policy on an annual basis.

Solar Bridge Pty Ltd
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