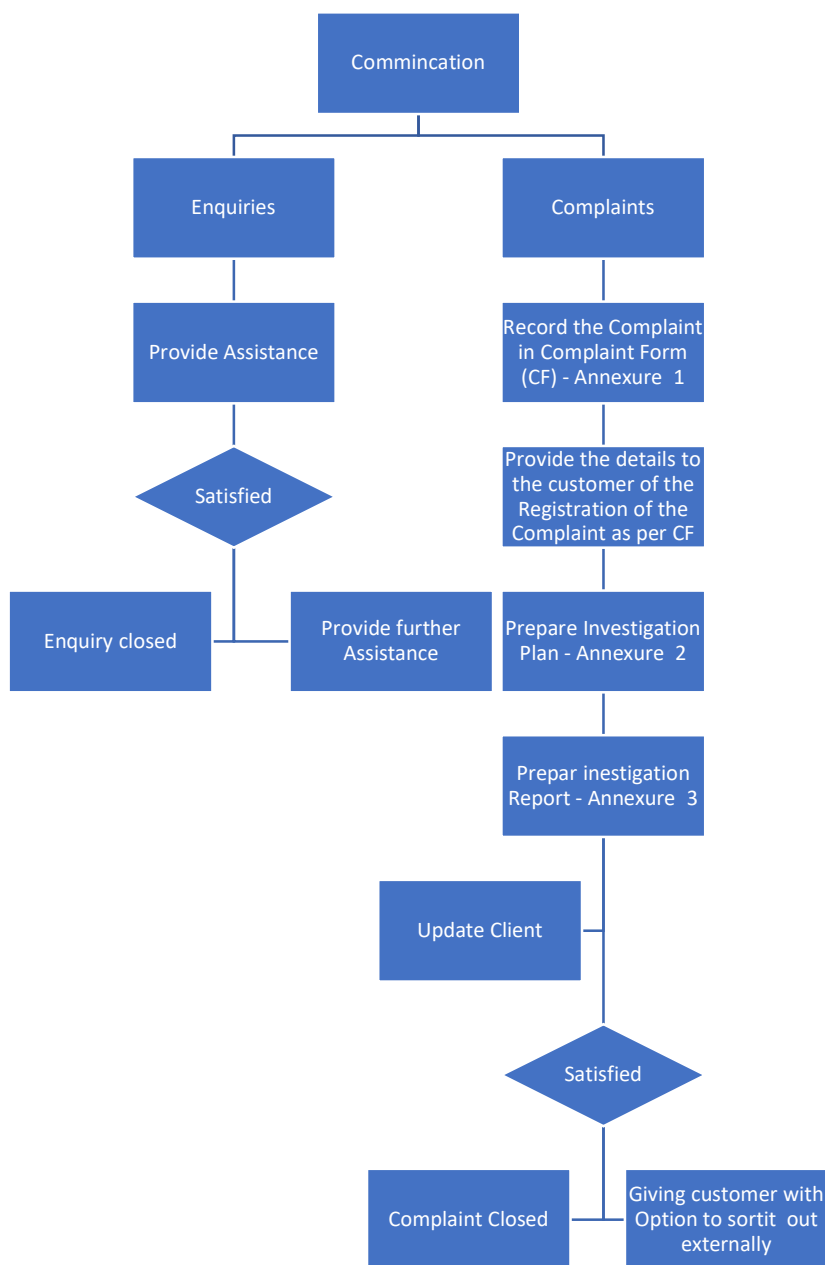


Complaint handling process: I Solar Nation



We receive a communication from customer, and we determine if it is an enquiry or Complaint. If it is an enquiry, we assist them internally till they are satisfied. If it is a complaint, we record the details of the complaint in a Complaint form.

We take various details regarding the complaints and create a complaint id which is shared with the customer and the complaint is registered in our Complaint Register (Annexure 4) for documentation purposes

Once we fill up the CF we share the form and the complaint id with customer so that they can take a follow up of the complaint providing the complaint id.

Once the complaint is in our system, we device an investigation plan to investigate the complaint and to determine as to how to resolve the problem. The customer is update about the same via email.

Once the investigation is carried out, the investigation report is prepared which shows the reason for the issue and the solution to it.

The client is updated with the investigation report and we make sure that the customer is satisfied with the compliance that we have provided.

If the customer is satisfied with the solution, the complaint is closed, if not, we inform them about their rights as the customers and what further steps, they can take (internally & externally) to get a satisfactory outcome.

Note: We provide continuous and uninterrupted communication to the customer regarding their complaint and the status of the complaint. We provide them and initial timeline for resolving their problem and we also provide the timeline at each stage of the complaint handling process. All the information and forms are maintained on the company server and this information is update on regular basis respectively.

Annexure 1

I Solar Nation

www.isolarnation.com

29 Pottery Avenue Point Cook VIC 3030

Tel: 0497767676

ABN: 75161623436



Complaint Compliance Form

Complaint ID: _____

Officer's Name(receiving complaint): _____ Officer's

Title/Selection & Division: _____

Location/Address: _____

Date: _____

Time: _____

Form of Complainant (Tick): Written___ Verbal(Phone)___ Verbal(Face to Face)___

Name and Contract details of
complainant _____

Brief description of complaint including services or practices complained about:

Remedy Required

Due Date for responsive: _____

Due Date to Complaint (20 working days of Receipt Date): _____

Response Date (To Complaint): _____

Reason's for extension in provision of response:

Summary of Response:

Outcome of Response:

Cause of Complaint:

Rectification of Complaint:

Annexure 2

I Solar Nation

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29 Pottery Avenue Point Cook VIC 3030

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ABN: 75161623436



INVESTIGATION PLAN

1. Complaint/allegation(s)	
2. Issue(s) for investigation	
3. Standards/tests to apply (What are the standards/tests required to be met by the agency? e.g. legal, policy, etc)	
4. Avenues of investigation	
5. List of documents to be obtained	Date
6. Persons to be interviewed and/or sites to be inspected, resources required	Date
7. Expert opinion required (e.g. medical, legal, accounting, etc)	
8. Steps taken to ensure procedural fairness – e.g. report to complainants on adverse comment/give opportunity to respond to facts	
9. Other	
10. Estimated completion	Date

Annexure 3

ABN: 75161623436



Annexure 4

[illegible]

