Let's Be Green

COMPLAINTS HANDLING POLICY

Purpose

At Let's Be Green, we are committed to delivering quality solar energy solutions and exceptional service. This Complaint 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.

Scope

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

How to Make a Complaint

- You can make a complaint through any of the following methods:
- By calling on the Let's Be Green number 0291 880 660
- By writing to us addressed to the "Complaints Handling Officer" by email to
- info@letsbegreen.com.au or by Post: 6/163 Prospect Highway Seven Hills NSW 2147,

Acknowledgement of Complaint

We will acknowledge receipt of your complaint as soon as possible and advise when you can expect a response.

Complaint Investigation Process

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

Accessible Information:

We will ensure that clear information about how to make a complaint, how it will be handled, and how to escalate it (if needed) is readily available to both our customers and staff.

Acknowledgement of Complaints:

We will acknowledge receipt of your complaint as soon as possible and advise 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.

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-day period ends and provide an update on progress.

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Final Response:

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

Escalation Process:

If you are not satisfied with our response, we will provide you with the contact details of appropriate escalation channels 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.

Acknowledgement

This policy takes into account the Australian and New Zealand Standard Guidelines for complaint handling in organisations AS/NZS 10002:2014.

Review

We will review complaints handling policy on an annual basis.

Last updated 29 June 2026