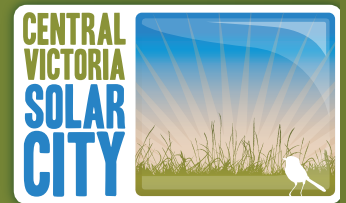


CENTRAL VICTORIA SOLAR CITY – COMPLAINTS POLICY



Local energy solutions.

1. Defined terms within this Complaints Brochure are outlined in the Central Victoria Solar City Terms & Conditions and Engagement Contract for participation in the Central Victoria Solar City Project (**Project**), which can be accessed at www.centralvictoriasolarcity.com.au.
 2. SRA recognises that obtaining feedback and promptly addressing issues raised in complaints is important to ensure a positive customer experience and, where possible, to incorporate improvements in to the various Central Victoria Solar City Packages.
 3. SRA recognises that in undertaking the Project and providing the various Central Victoria Solar City Packages, it may receive feedback or complaints from various stakeholders, which include customers, local residents and business within the Central Victoria Solar City Catchment Area, service providers, community organisations, and local government.
 4. SRA considers that a complaint is an expression of dissatisfaction about the standard of service or quality of product relating to one of the Central Victoria Solar City Packages, or actions or lack of action by SRA relating to the Project in general. You may provide feedback or express a complaint in a number of ways, including:
 - a. by email to:
info@centralvictoriasolarcity.com.au ;
 - b. by letter to our mailing address, as follows:
PO Box 557, Castlemaine, Victoria 3450
by fax to our fax number, as follows:
Attention: Complaints Manager
Fax No: 03 5406 0953
 - c. by telephone at 03 54791 900
 - d. on the form for complaint located on page two of this policy and post or email to the addresses above.
 5. SRA is committed to providing a quality customer and community experience through the Project. In obtaining feedback and considering complaints, SRA:
 - a. is committed to review the feedback or complaint in a timely manner;
 - b. is committed to providing an efficient and fair resolution of the complaint;
 - c. will treat all persons providing feedback or a complaint with courtesy;
 - d. will record complaints and the manner in which it has responded for monitoring and improvement purposes;
 - e. will, where possible, look to resolve the issue at the first point of contact. Where SRA is unable to do this, or considers it appropriate, it will refer the issue to the relevant area of responsibility within SRA in order to address the complaint;
 - f. will strive to respond to all written communications within 7 days.
 6. If SRA is not able to, or has not, resolved the complaint to the customer's satisfaction, you may wish to contact Consumer Affairs Victoria through its website: www.consumer.vic.gov.au.
 7. Where you provide any personal details when providing feedback or making a complaint:
 - a. SRA will comply with the Privacy Act and with the SRA Privacy Policy in collecting, storing and using any such information;
 - b. SRA will only use that information to the extent reasonably necessary to respond and to try and resolve the issue;
 - c. The information, where reasonably required for the purposes of the Project, may be provided to other Consortium members, their authorised agents and/or the Commonwealth and the State Government of Victoria in order to assist in the development of energy and energy efficiency policies in Australia. However, we will not provide that information to other third parties outside of the Project unless we have your written consent;
 - d. if you wish to access or correct the personal information held by SRA, you may contact SRA on 03 5479 1900 or contact us via email at info@centralvictoriasolarcity.com.au
- For further information about the collection and handling of your personal information, please refer to SRA Privacy Policy located at www.centralvictoriasolarcity.com.au**
8. SRA is committed to continuous improvement and will regularly review the effectiveness of this feedback and complaint procedure.

FORM FOR COMPLAINANT

1 Details of Complainant

Name/Organisation

Address

Postal Code/Town

Country

Phone No.

Fax No.

E-Mail.

Details of person acting on behalf of complainant (if applicable)

.....

Person to be contacted (if different from above)

.....

2 Product Description

Reference number of product/order (if known)

Description

3 Problem Encountered

Date of Occurrence

Description

.....

4 Remedy Requested

Yes No

.....

5 Date, Signature

Date Signature

6 Enclosure

List of enclosed documents

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