

## **Alinx Pty Ltd T/as Sydney Air and Solar Policy & Procedure for Complaints Handling**

Customers have the right to submit a complaint if they wish to express discontent about a service or product they have received from Sydney Air & Solar or about Sydney Air & Solar's processes, systems or team members. In order to ensure that complaints are dealt with in a timely manner, we have implemented a complaints process.

Complaints to Sydney Air & Solar can be made by:

- Telephone: 1300 725 426 or 0466 66 33 88
- E-mail: [info@sydneyair.com.au](mailto:info@sydneyair.com.au) or any of our team members
- Mail: PO Box 3218, St Pauls NSW 2031
- In person: U3/83-85 Boundary Rd, Peakhurst NSW

Sydney Air & Solar will handle complaints received as follows:

1. Complaint is received by the complainant to Sydney Air & Solar.
2. Details of the complaint will be recorded and tagged in Simpro.
3. Every effort will be made to resolve the complaint immediately, but where this is not possible, the customer will be advised that Sydney Air & Solar will be in touch within 1 business day.
4. Sydney Air & Solar will contact the customer within 1 business day of complaint made and will enquire into the complaint.
5. Where necessary, the complaint will be discussed with all parties involved in the grievance in order to find a solution agreeable to all parties.
6. Customer will be advised within 7 business days at the latest with proposed actions to address the complaint.
7. From time to time, more time may be required to investigate the complaint and formulate a solution. In this case, customer will be advised and Sydney Air & Solar will not exceed 45 business days before formulating and communicating a solution for the complaint to the customer.
8. Where Sydney Air & Solar have determined that they are not responsible for the complaint, they will advise and assist the customer in resolving the complaint so that this complaint can reach a satisfactory agreement.
9. All details of the investigation and communications with customer and other involved parties are to be recorded and logged into customer file in Simpro.
10. All complaints to be presented and discussed at weekly senior management meetings to further improve Sydney Air & Solar policy and procedures.
11. Where required following complaint and complaint handling, Sydney Air & Solar policy and procedure to be updated, staff to be retrained and processes put in place to prevent re occurrence of complaint.
12. Where required following complaint, Sydney Air & Solar products and services to be reassessed and possibly withdrawn if deemed necessary to avoid future complaints and ensure future customer satisfaction.
13. Sydney Air & Solar to confirm outcome of complaint investigation with customer and log and record into Simpro.
14. If a satisfactory agreement cannot be reached, Sydney Air & Solar will refer customer to:

NSW Fair Trading  
PO Box 972  
Parramatta NSW 2124  
Telephone 13 32 20  
[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)



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