



Complaint Handling Procedure

We are dedicated to providing the best quality services and products to help you achieve the best energy outcome for your home and business.

However, we understand that things don't always go to plan and so we're here to discuss any issues or questions you may have. This Complaints Procedure is to help you better understand how to address your issue and achieve the best outcome as quickly as possible.

At Midland Solar Pty Ltd, we appreciate your feedback and strive for 100% satisfaction for our customers.

Our complaints procedure is as follows:

1. Contact us first, we are best placed to help you:
Call: 03 5439 5319
Email: support@midlandsolar.com.au
2. **Visit our website:** www.midlandsolar.com.au
Talk to us in person at: 21 Killians Walk, Bendigo, VIC 3550
3. Once received, we will investigate your matter and provide a progress update and/or solution within 15 working days.
4. Please provide the following information:
 - Your name and contact details.
 - The name of the person(s) you have been dealing with.
 - The nature of the complaint, please include as much information as possible.
 - Details of any steps you have already taken to resolve the complaint.
 - Details of any conversations you've had with relevant people in regards to the complaint.
 - Remedy requested.
 - Copies of any evidence that supports your complaint.

Following our comprehensive investigation, Midland Solar Pty Ltd will inform you of the action or decision taken regarding the complaint. Midland Solar Pty Ltd will also take actions to prevent similar complaints occurring in the future.

The remedies and solutions offered are subject to the Terms & Conditions and Warranties which apply to the products and services that you purchased from us. These include applicable consumer guarantees and our obligations under the Australian Consumer Law or consumer legislation in place at the time you purchased your products and services.

If you are still not satisfied

If you are not satisfied with the outcome of your complaint, you can refer the complaint to with the relevant Fair Trading or Consumer Affairs office in your state or territory, as follows:

NSW: Fair Trading
Phone: 13 32 20

Vic: Consumer Affairs
Phone: 1300 558 181