



Sunny Day Solar Services Pty Ltd – Complaints Handling Policy

Version 1.0 – Approved 26 October 2025

Next Review: 01 May 2026

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1. Purpose

Sunny Day Solar Services Pty Ltd (“Sunny Day Solar”) is committed to managing complaints fairly, promptly, transparently, and free of charge, in accordance with Clause 54 of the New Energy Tech Consumer Code (NETCC) and the guiding principles of AS 10002:2022.

2. Scope

This policy applies to all expressions of dissatisfaction regarding our solar products, installation services, staff conduct, or complaint processes received from residential or small business customers, representatives, regulators, or other stakeholders.

3. Definitions

Complaint – Expression of dissatisfaction where a reply or remedy is expected

Complainant – Person or organisation making the complaint

Business Day (BD) – Monday to Friday, excluding WA public holidays

4. Guiding Principles

Visibility · Accessibility · Responsiveness · Objectivity · Confidentiality · Customer Focus · Accountability · Continual Improvement.

All staff are trained annually, and new starters receive induction training within four weeks of employment.

5. How to Make a Complaint

■ **Email:** sunnydaysolar22@gmail.com

■ **Phone:** +61 406 393 776 (08:30–17:00 AWST, Mon–Fri)

■ **Mail:** Complaints Officer, Sunny Day Solar Services, 110 Aquamarine Parade, Treeby WA 6164

■ **Online:** NETCC “Make a Complaint” form (if the initial response is unsatisfactory)

Accessibility: Assistance is available on request for customers with disability, language needs, or digital access issues.

6. Roles & Responsibilities

Complaints Officer (CO): Register, coordinate, and investigate every complaint

General Manager (GM): Approve final responses; authorise goodwill payments

All Staff: Refer any dissatisfaction to the CO within the same business day.

7. Complaint Handling Procedure

Receipt & registration, acknowledgement, assessment, investigation, progress update (after 15 BD), final response (within 25 BD), closure, and record keeping (≥5 years).

8. Available Remedies

- Rectification or rework at our cost
- Refund or compensation under the Australian Consumer Law
- Explanation and apology
- Goodwill gestures authorised by the General Manager

9. Escalation Options

Energy & Water Ombudsman WA – When unresolved

Consumer Protection WA – Contract, refund, or mis-selling issues

NETCC Administrator – Breach of NETCC standards

ACCC – Competition or consumer law concerns

10. Unreasonable Conduct

We may set limits on contact frequency or format only after two written warnings and General Manager approval, ensuring essential information still flows.

11. Privacy & Confidentiality

All personal data is handled under the Privacy Act 1988 (Cth) and stored on encrypted Australian servers; access is restricted to the Complaints Officer and General Manager.

12. Training & Awareness

All employees complete a mandatory induction module and annual refresher course. Completion is recorded in the HR system.

13. Monitoring & Continuous Improvement

A KPI dashboard tracks: acknowledgement < 2 business days, resolution < 25 business days, and complaints per 100 solar installations. Systemic issues trigger a Corrective Action Report.

14. Review

Policy Owner: General Manager – Compliance. Reviewed annually or after any major regulatory change (e.g. NETCC updates).