

# Consumer Complaints Handling Policy

*Last updated: 20 October 2026*

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A.S.A.P. Air-conditioning and Electrical Services Pty Ltd trading as Professional Solar Services. ABN 35 158 118 408. 46 Inlet Drive, Tweed Heads West NSW 2487.

We are committed to providing high-quality electrical and renewable energy services. If you are not satisfied with our service, products, or installation, we want to hear from you so we can make it right.

We manage all complaints in a fair, timely and transparent manner, in line with the New Energy Tech Consumer Code (NETCC) and consistent with Australian Standard AS ISO 10002.

## 1. What you can complain about

You can make a complaint about any New Energy Tech product or service we offered or supplied to you, including:

- the product, system or installation
- our sales process or the conduct of a salesperson
- the service you received from our team
- how we handled an earlier complaint

## 2. How to lodge a complaint

You can lodge a complaint with us free of charge through any of the following channels:

- **Phone:** 0410 088 101
- **Email:** [complaints@prosolarservices.com.au](mailto:complaints@prosolarservices.com.au)
- **Mailing address:** PO Box 1480, Burleigh Heads QLD 4220

Please provide your name, contact details, job address, and a brief description of the issue to help us resolve it quickly. If you need help to make a complaint, just call us and we will take the details over the phone.

## 3. Our review process and timelines

We take all feedback seriously and will handle your complaint using the following timeline:

- **Acknowledgement:** We will acknowledge receipt of your complaint as soon as possible, and within 3 business days. We will also tell you when to expect our response.
- **Recording and investigation:** We will record your complaint in our complaints register and start investigating promptly, including any technical, structural or financial details of your issue.
- **Response:** We aim to give you a response and a proposed resolution within 15 business days of receiving your complaint.
- **Complex cases:** If your complaint needs complex technical assessments or third-party input (such as network approvals from the DNSP or manufacturer warranty assessments), we will let you know before the 15 business days are up and give you a progress update.
- **Final response:** We will give you our final response within 25 business days of receiving your complaint, unless we both agree to a longer timeframe.

#### 4. Escalation pathways

We aim to resolve all complaints directly with you. If you are not satisfied with our final response, you can escalate your complaint to the following independent bodies:

- **NSW Fair Trading** For general consumer protection and contract disputes.
  - Website: [fairtrading.nsw.gov.au](http://fairtrading.nsw.gov.au) Phone: 13 32 20
- **Queensland Office of Fair Trading** For general consumer protection and contract disputes in Queensland.
  - Website: [qld.gov.au/fairtrading](http://qld.gov.au/fairtrading) Phone: 13 74 68
- **Energy & Water Ombudsman NSW (EWON)** For electricity account and grid connection issues with your energy retailer or network in NSW.
  - Website: [ewon.com.au](http://ewon.com.au) Phone: 1800 246 545
- **Energy and Water Ombudsman Queensland (EWOQ)** For electricity account and grid connection issues with your energy retailer or network in Queensland.
  - Website: [ewoq.com.au](http://ewoq.com.au) Phone: 1800 662 837
- **NETCC Administrator** For breaches of the New Energy Tech Consumer Code.
  - Website: [newenergytech.org.au/make-a-complaint](http://newenergytech.org.au/make-a-complaint) Phone: 03 9929 4174

#### 5. Extra support

We will take extra care if you are facing vulnerable circumstances, for example if you rely on electricity for medical equipment, are experiencing financial hardship, or need help with English. If you need an interpreter, you can contact us through the Translating and Interpreting Service (TIS National) on 131 450. If you are deaf or have a hearing or speech impairment, you can contact us through the National Relay Service.

#### 6. Records and improvement

We keep a record of every complaint, the outcome, and the steps we take to prevent similar complaints. We review our complaints register regularly to improve our products, installations and service.

#### 7. Where to find this policy

This policy is available on our website, is referred to in our customer agreement, and is available to all our staff. You can ask us for a copy at any time.