



ORIENT & WESTERN ELECTRICAL PTY LTD

T/A: NEA - Northern Electrics & Automation

ABN: 19 144 010 917

Unit 1/17 Lydia Court, Epping Vic 3076 | Ph: +61 3 9408 6571 / 1300 NEAUTO

Email: info@neautomation.com.au

Website: www.neautomation.com.au

COMPANY'S COMPLAINTS HANDLING PROCEDURE:

If you have a complaint, we want to make sure we resolve it.

We will always try to find a resolution for your complaint as soon as it is raised and sent to us. However, there are times that the complaint needs to be looked at in more detail. We will communicate the steps we are taking with the customer within five (5) business days, and We will ensure we provide an outcome within 15 business days of when the complaint was made in writing.

If for any reason the complaint resolution is not going as fast as we set out to, we will make sure that we communicate the need for more time with you and resolve the complaint within 30 days of the initial complaint.

First point of contact for complaints will be handled by the post installation team here at Northern Electrics and Automation. They will communicate with our installers if necessary and will come back to you with a resolution. If you are not happy with the resolution from the post installation team, we will redirect the complaint to management who will be able to review and find out whether a further resolution is needed.

In the case that you would like to escalate the complaint outside of NEA-Northern Electrics & Automation, we have listed The Clean Energy Council's contact details below.

NEA-Northern Electrics & Automation Solar requires following information:

- Your NE Automation Solar Project Number.
- 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 have had with relevant people in regard to the complaint.
- Remedy requested.
- Copies of any evidence that supports your complaint.

It is highly recommended you submit your complaint in writing.

Contact Details:

NEA-Northern Electrics & Automation
Email: admin@neautomation.com.au
Phone: +61 3 9408 6571 / 1300 632 886
Add: 1/17 Lydia Court Epping VIC 3076.

Clean Energy Council:

Phone: 03 9929 4100
Address: Level 15, 222 Exhibition Street, Melbourne VIC 3000

Australian Competition & Consumer Commission: Phone: 1300 302 502

Address: GPO Box 520, Melbourne VIC 3001

Consumer Affairs Victoria: Phone: 1300 558 181

Address: GPO Box 123, Melbourne VIC 3001

ACT: Office of Regulatory Services

Phone: 02 6207 3000

NSW: Fair Trading

Phone: 02 6207 3000