

COMPLAINTS HANDLING PROCEDURE

Company Name: **Aus Energy Store Pty Ltd**
Effective Date: 23 July 2026



Contact Us



+61 414 422 921 | ausenergystore.com.au



COMPANY OVERVIEW

About Us

At Aus Energy Store, we are a Sydney-based renewable energy specialist committed to helping Australian homes and businesses cut energy costs and reduce reliance on the grid through smart, future-ready solar and battery solutions. Drawing on years of experience in solar design and installation across NSW, our team brings together licensed installers, engineers, and energy experts who understand both the technology and the realities of Australia's harsh and varied conditions.

PURPOSE

Aus Energy Store Pty Ltd is committed to providing high-quality products and services. We value customer feedback and aim to resolve complaints fairly, efficiently, and promptly.

HOW TO MAKE A COMPLAINT

Customers may lodge a complaint through any of the following channels:

Phone: [+61 414 422 921](tel:+61414422921)

Email: support@auses.net

Website: www.ausenergystore.com.au





Please include:

- ☒ Customer name
- ☒ Property address
- ☒ Contact details
- ☒ Description of the issue
- ☒ Relevant photos or supporting documents (if applicable)

Complaint Acknowledgement

- ☒ All complaints will be acknowledged within 2 business days.
- ☒ A complaint reference number will be provided where appropriate.
- ☒ The customer will be informed of the person responsible for managing the complaint.



Investigation

- ✓ Review all relevant information.
- ✓ Contact the customer if additional information is required.
- ✓ Investigate the matter impartially.
- ✓ Keep the customer informed of progress.

Resolution

We aim to resolve complaints within 10 business days. Where additional time is required due to technical inspections, manufacturer involvement, or third-party requirements, we will advise the customer of the expected timeframe.

Possible resolutions include:

- ☑ Explanation of the issue.
- ☑ Repair or replacement of faulty equipment.
- ☑ Rectification of installation work.
- ☑ Refund or compensation where appropriate.
- ☑ Other mutually agreed solutions.

Escalation

If the customer is not satisfied with the proposed resolution, the complaint may be escalated to the Company Director or Senior Management for independent review.

If the complaint remains unresolved, customers may seek assistance from relevant external dispute resolution bodies, including the New Energy Tech Consumer Code (NETCC), the relevant State or Territory Consumer Affairs authority, or other applicable regulatory agencies.

Record Keeping

All complaints will be recorded and maintained for a minimum of five (5) years, including:

■	Date received	•	•	•	•	•	•	•	•	•
■	Nature of complaint	•	•	•	•	•	•	•	•	•
■	Actions taken	•	•	•	•	•	•	•	•	•
■	Outcome	•	•	•	•	•	•	•	•	•
■	Date resolved	•	•	•	•	•	•	•	•	•



Approved By: Company Director
Company: Aus Energy Store Pty Ltd
Review Period: Every 12 months

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