



ARUONERGY COMPLAINT HANDLING PROCEDURE

1. OBJECTIVE

Aruonergy is dedicated to upholding and improving our reputation for delivering high-quality products and services. We value feedback and regard complaints as crucial opportunities to enhance our offerings and customer service.

We are fully committed to addressing the needs and concerns of our customers or potential clients promptly, aiming to resolve any issues you may encounter as swiftly as possible.

This policy is designed to guide both our customers and staff on how Aruonergy processes and handles complaints. Our commitment extends to ensuring consistency, fairness, and impartiality in our complaint resolution process.

The aim of this policy is to ensure that:

- (1) You are informed about how to lodge a complaint and understand the process we follow to handle it.
- (2) Both our customers and staff are fully versed in our complaint handling procedures.
- (3) Every complaint is investigated impartially, considering all available information or evidence fairly.
- (4) We take appropriate measures to actively safeguard your personal information.
- (5) Each complaint is evaluated on its own merits, with consideration given to the unique circumstances and needs involved.

2. DEFINITION

In the context of this policy, a complaint is defined as any expression of dissatisfaction from a customer regarding the services provided by us.

3. HOW To MAKE A COMPLAIN

If you find yourself dissatisfied with any service we have provided, we first encourage you to discuss your concerns directly with the staff member(s) you have been in contact with. Should you feel uneasy about this approach, or if you believe the staff member in question is not equipped to resolve your issue, you are welcome to formally lodge a complaint with us through any of the following methods:

- **By filling out a feedback form on our website at www.aruonergy.com.au,**
- **By calling us at 1800-434-139,**
- **By sending a letter to us at 10 Maryrose Crescent Endeavour Hills Vic 3802**
- **By emailing us at admin@aruonergy.com.au.**

In person, by speaking with any of our customer service representatives, should we receive your complaint verbally and deem it necessary, we may request that you provide us with a written account of your grievance.



4. WHAT WE NEED TO KNOW FROM YOU

When investigating your complaint, we will rely on the information you provide as well as any relevant information we already possess. It may be necessary for us to contact you to clarify certain details or request further information if needed. To ensure a swift and effective investigation of your complaint, we kindly request the following information:

- **Your full name and preferred contact details.**
- **The name of the individual you have been in contact with regarding your service.**
- **A detailed description of the complaint.**
- **Any actions you have already taken in an attempt to resolve the issue.**
- **A summary of any relevant discussions you have had with our staff.**
- **Copies of any documents that support your complaint.**

5. ASSISTANCE WITH YOUR COMPLAINT

The individual responsible for receiving or overseeing your complaint will offer the necessary support to facilitate your complaint process. Should you require additional assistance, please do not hesitate to reach out to:

Operations Manager : Starry Zhang

Phone : 0403719690

Email : Starry.zhang@zs-global.com.au

6. RECORDING COMPLAINT

Upon receiving a complaint, we will document your name and contact information, alongside all pertinent details of your complaint. This includes the facts surrounding the issue, the identified causes, the desired outcome, and any steps taken in response to our investigation. Important dates and times related to the resolution efforts and communications with you will also be meticulously noted.

In line with our commitment to continuous improvement, management will review complaints to identify any patterns that may emerge and take corrective or preventive actions as necessary.

Please be assured that if you submit a complaint, your personal information will be used exclusively for resolving the issue at hand. We are dedicated to safeguarding your privacy and will not disclose your personal details without your explicit permission.

In situations involving a third-party service provider, such as a sub contractor, it may be necessary to discuss your complaint with them to ensure a thorough investigation.

7. FEEDBACK TO CUSTOMER

Aruonergy strives to address your concerns at the first point of contact, though not all issues can be resolved immediately, necessitating a more structured complaints procedure.

We will acknowledge the receipt of your complaint within three (3) business days. Following the receipt, an initial review of your complaint will be conducted.



During this review or the investigation phase, it may become necessary to clarify certain details of your complaint or to request additional documents from you. In these instances, we will clearly explain the need for further information and update you on the current status of your complaint.

Our goal is to resolve complaints within 10 business days of their lodgment. However, it might not always be feasible. If we cannot address your complaint within this time frame, we will inform you about the delay and provide a new resolution date.

Should we require further clarification or documentation from you during the review or investigation, our ability to finalize the complaint within the initial 10 business days may be affected. Once we receive the needed information, we will update you on the expected timeline for resolution.

Upon concluding our investigation, we will inform you of our findings and any actions taken. This communication will typically be in writing, unless a verbal exchange is agreed upon.

You are welcome to inquire about the progress of your complaint at any point by getting in touch with us.

8. OUR SIX-POINT COMPLAINT PROCESS

- (1) **Acknowledgement:** We will acknowledge the receipt of your complaint within three business days.
- (2) **Review:** An initial evaluation of your complaint will be conducted to identify any necessary additional information or documentation needed to proceed with an investigation. If required, we will contact you to clarify details or to request further information.
- (3) **Investigation:** Within 10 business days of receiving your complaint, we will carry out an objective and impartial investigation. This will involve reviewing the information you have provided, our interactions with you, and any other relevant data that may aid in our inquiry.
- (4) **Response:** After our investigation, we will inform you of our conclusions and any measures we have taken concerning your complaint.
- (5) **Action:** If it is deemed appropriate, we will make adjustments to our business practices or policies based on the insights gained from your complaint.
- (6) **Recording:** Your complaint will be documented as part of our continuous improvement efforts and monitored through regular reviews. All personal information will be handled in compliance with applicable privacy laws.

9. STAFF COMPLAINT RESOLUTION

If you submit a complaint regarding a member of our staff, we assure you of handling your complaint with confidentiality, impartiality, and fairness. We are committed to treating everyone equally and will conduct a thorough investigation to gather all relevant facts, consult with involved parties, and verify the details wherever possible.

Furthermore, we ensure to treat the staff member in question objectively by:

- Informing them about any complaints regarding their performance,



- Providing them an opportunity to present their side of the story,
- Offering the necessary support throughout the process,
- Keeping them updated about the progress of the investigation and its outcome.

10. COMPLAINT UNDER REGULATOR REVIEW

If your complaint is currently under investigation by a relevant federal, state, or territory consumer protection regulator or a law enforcement agency, we may pause our internal handling of your complaint until their investigation is concluded.

We commit to fully cooperating with any regulatory or law enforcement agency in their investigation efforts.

11. COMPLAINT ESCALATION PROCESS

Our initial aim is to resolve complaints at the first point of contact. If this resolution is not achievable immediately, we will conduct a detailed investigation into your complaint and share our findings with you.

Should you remain unsatisfied with the handling or outcome of your complaint, you have the option to request its escalation to the Clean Energy Council (CEC). The CEC's approach involves resolving complaints through consultation, engaging with both you and us to identify the pertinent facts and find mutual agreement. Throughout this consultative process, the CEC maintains a stance of openness and impartiality, assessing your complaint and our efforts based on their merit.

12. CONSUMER LAW RIGHTS

You have the right to escalate your complaint to the appropriate federal, state, or territory consumer protection agency at any point during the process.